



**Senior Peer Support Development Officer  
London and the South East**



# What you need to know about this role:

<b>Job title:</b>	Senior Peer Support Development Officer – full-time London and the South East
<b>Responsible to:</b>	Peer Support Programme Lead
<b>Responsible for:</b>	Peer Support Development Officers x 4
<b>Contract:</b>	June 2026 (with potential 1 year plus 1 year extension)
<b>Location:</b>	Home-based with regional travel.
<b>Working hours:</b>	35 hours per week
<b>Salary:</b>	£29,000 per annum (plus London Weighting of £3,323 if applicable)
<b>Closing date:</b>	1 November 2024 12:00 pm
<b>Interviews:</b>	1 <sup>st</sup> Interview week commencing 4 November 2 <sup>nd</sup> Interview week commencing 11 November

## Information for applicants for the post of Senior Peer Support Development Officer – London and the South East

Thank you for your interest in the above role. This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

### About Kinship:

Kinship is the leading kinship care charity in England and Wales. We offer kinship carers financial, legal, practical and emotional support and understanding from the moment they need it, for as long as they need it. Our expert advice, information and guidance helps with complicated and stressful decisions that so many kinship families have to make. We are always there to support them through challenging times and celebrate the good.

Kinship carers are strong and determined. Together, they are powerful. We help them build communities of support and action by connecting families locally and across England and Wales.

We are at the heart of kinship networks, partnering with and influencing service providers, local and national government and other organisations. We give everything we have to fight for each family and their rights, changing society until every kinship family is recognised, valued and supported.

Kinship care often begins in crisis. A child has parents who are unable to care for them, for whatever reason. It can be frightening, confusing and heart-breaking.

Instinctively, a loved one steps in – a grandparent, brother, sister, aunt, uncle or family friend. They are now a kinship carer, bringing up the children they love. There is often no chance to prepare. Plans may be pushed aside. Relationships, jobs and savings are frequently sacrificed.

It is life changing and challenging raising children who have been hurt or neglected, but kinship carers do it anyway because they put the children first.

We know how hard life can be for kinship carers, but we have seen the amazing things they are capable of, with someone by their side. With the right support, children raised in kinship families can flourish.

That is why we support, connect and campaign – to keep kinship families stronger by keeping them together

## **About the team**

The Peer Support and Community team at Kinship is dedicated to enhancing the lives of kinship carers across England and Wales by delivering the first national peer support service. With a focus on building and sustaining networks of peer support groups, the team aims to empower kinship carers through access to resources, training, and development opportunities.

By fostering connections within local, regional, and national ecosystems, the team plays a vital role in ensuring that every kinship carer has access to a supportive community.

As part of our commitment to growth and impact, the team develops innovative approaches to peer support, creating an inclusive environment where kinship carers can share experiences and access essential services. We prioritize collaboration across various departments, ensuring that support group leaders receive high-quality advice and training, facilitating their sustainability and effectiveness. This integrated approach also includes alignment with national and local campaigning efforts to further engage and support the kinship carer community.

In line with our strategic focus on cultivating a vibrant Kinship Community of over 10,000 carers, the team leads initiatives aimed at enhancing community connection and empowering kinship families. By developing a robust model of community engagement that encompasses both in-person and digital services, the team aims to amplify the voices of kinship carers, enabling them to effect meaningful change in their lives and communities.

## **About the role**

This role is community-based and focuses on engaging kinship carers, bringing them together to form Peer Support Groups, and supporting them to achieve independence at which point they will receive ongoing support from our national Hub. You will do this by working with local authorities, schools, other charities and community groups. Arranging information events such as coffee mornings to engage kinship carers. You'll create a welcoming, inclusive, and supportive community for kinship carers, building belonging, resilience, and empowerment. Funded by the Department of Education, the National Peer Support Service is a game-changing service that creates a sustainable and life-changing legacy. It builds on Kinship's 10 years of experience in developing peer support groups and two years of delivering a national service that has set up 145 new groups.

## **Who we are looking for**

We are seeking an individual located in Greater London, and willing to travel across the South East of England who possesses the drive, passion, and skills to:

Establish new Peer Support Groups across a diverse range of communities

Supervise a small team of Peer Support Development Officers

Demonstrate the energy and enthusiasm required to inspire yourself and your team to achieve key targets and objectives

Work collaboratively within the Peer Support and Community Team, as well as throughout the broader organisation, to ensure the delivery of safe and effective support services for the kinship community.

Maintain current Peer Support Groups, taking the lead from the national Hub.

Maintain accurate records that are used to populate reports, identify learning and share key insights across Kinship that allow the organisation to continuously improve our services and products.

In the role of Senior Peer Support Officer, you will be instrumental in ensuring the delivery of a high-quality, consistent, and sustainable peer support service that has a significant impact on the lives of kinship carers.

You should have experience in developing and maintaining meaningful relationships with various community-based stakeholders such as local authorities, health services, schools,

charities, and kinship carers. You will need to understand the key success factors involved in establishing and developing new in-person groups in areas of high need, as well as how to support existing groups in their journey towards sustainability.

As a practical thinker, you will work creatively to identify stakeholders and assets in areas of high need. You will build local connections and bring together kinship carers across the region, empowering them to build resilient and robust peer support communities.

You will be confident in building relationships that generate referrals from external stakeholders and in contacting kinship carers directly to secure engagement with local coffee mornings, community, and training events that will help kick start a thriving peer support group.

As you establish new groups, you will provide training to help them lead their groups effectively, and develop their group culture, resilience, and skills to function independently while offering reassurance and support to empower them.

You will be an inspirational and energetic team leader with experience in providing day-to-day line management and operational support for a small team.

We are ideally looking for candidates based in or around Greater London and willing to work initially across the London Boroughs and into the South East of England. This role may involve work to establish groups on the periphery of this area that currently have no dedicated Development staff.

An essential requirement of the role is to be a driver with access to a vehicle for work purposes. You will build local connections and bring together kinship carers across the region, empowering them to build resilient and robust peer support communities.

## **Key responsibilities:**

### **Service delivery:**

- In person (face-to-face) strategic outreach into local and regional communities including setting up and attending local engagement events.
- Work creatively to set up and develop new **sustainable** in peer support groups, attending up to six sessions in person (if needed) before transition to self-sufficiency. Existing groups that are at risk, closed or need support will need replacing or rejuvenating to maintain DfE service level agreements across the team, in addition to new groups.
- Recruit and retain support group leaders to develop their peer support groups.
- Deliver training to support group leaders (group roles and responsibilities, safeguarding, setting up, running and promoting a group).
- Develop strong boundaries and positive relationships with support group leaders – building resilience, empowerment and community.
- Support established groups in your area to access support group leader networks and training (this includes visiting groups in person) to build a peer community.
- Help develop and deliver a service blueprint for sustainable peer support groups, thinking strategically about how to develop groups.
- You'll collaborate closely with the 'Hub' team to provide a joined up and positive user experience for kinship carers. This collaborative approach is key to our success and ensures that kinship carers receive the best possible support.
- Manage special interest groups and regional online groups as required, transitioning to 'Hub' team for sustainability and work with partners.

**Service quality, development and data management:**

- Accurately record all recruitment, contact information and volunteer case management in Salesforce in line with service framework and data protection requirements.
- Ensure accurate data entry in Salesforce to support service performance, evaluation and learning.
- Provide regular reports to ensure targets and SLA are met for the service.
- Support continuous development and improvement of the service (new systems and processes) as required.

**Management and supervision:**

- Inspire, motivate and be responsible for day-to-day line management and supervising up to 4 staff members
- Oversee tactical development of new sustainable groups in your area and your team.
- Help set clear objectives to achieve targets and outcomes.
- Actively encourage personal development and learning.
- Increase efficiencies and impact across the team.
- Ensure good team induction processes and systems are in place.
- Role model Kinship values.

**Team culture:**

- Act in the best interest of Kinship and the families we support.
- Maintain and contribute up to date understanding of kinship care.
- Deliver effective administration with attention to detail and keeping to deadlines.
- Identify and contribute to appropriate case studies to demonstrate the impact of Kinship services and contribute to policy and campaigns work.
- Actively contribute to delivering and evidencing a high performing service.
- Take responsibility for your ongoing continued professional development.
- Work in line with the Kinship values.

**Knowledge, abilities, skills and experience (person spec):****Essential:**

- Experience of team leadership or line management and supervision of a small team and managing performance to deliver targets effectively.
- Proven experience in reaching and establishing strong relationships with hidden or underserved communities in person.
- Experience developing peer support communities.
- Proven experience of recruiting, managing, training and supporting volunteers in community settings with an emphasis on understanding and working with vulnerable volunteers.
- Proven experience of ensuring outcomes and impacts of services is evidenced through high-quality data collection.
- Evidence of delivering training/support to volunteers,
- Strong facilitation skills and essential experience of peer support or user led groups with charity beneficiaries.
- Understanding of safeguarding particularly around vulnerable families.
- Excellent communication and engagement skills, with good attention to detail.
- Full driving licence and use of a car for work purposes.

**Desirable:**

- Lived experience of kinship care.
- Understanding of children's social care.
- Digital community building (Facebook / WhatsApp etc.).

### General characteristics and attributes:

- Flexible and willing to travel for work across England.
- Commitment to the values, aims and objectives of Kinship.
- A real commitment to equity, diversity and inclusion within your role and a respectful approach to working with people from a range of backgrounds.
- Excellent written and spoken English.
- Permission to work in the UK.

### Key behaviours

Personal attributes: <ul style="list-style-type: none"><li>• Relational approach</li><li>• Self-aware</li><li>• Calm under pressure and good with difficult conversations</li><li>• Clear, straightforward communication</li><li>• Resilient</li><li>• Assertive and firm</li></ul>	Behaviours: <ul style="list-style-type: none"><li>• Solutions focus; can do attitude</li><li>• Shows initiative and anticipates activity and challenges</li><li>• Positive attitude and approach</li><li>• Respectful</li><li>• Professional</li><li>• Empathic, sensitive, tactful</li></ul>
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### Key contacts

Internal: <ul style="list-style-type: none"><li>• Associate Director Peer Support and Community</li><li>• Programme Lead - Peer Support</li><li>• Senior Peer Support Officer</li><li>• National Peer Support Hub Lead</li><li>• Advice, Training and Information Team</li><li>• Network Development Team</li><li>• Communications and marketing teams</li></ul>	External: <ul style="list-style-type: none"><li>• Kinship carers</li><li>• Local partners, local authorities and community influencers</li></ul>
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### Other essential requirements for the role-holder:

Every member of staff is expected to show respect to their colleagues and to understand and adhere to Kinship's code of conduct. Staff are also expected to work collaboratively and to support all the departments with which they have contact in achieving the Kinship's strategic objectives.

All duties and responsibilities must be carried out with due regard to the Kinship's Health and Safety, Safeguarding and Equality, Diversity and Inclusion principles, GDPR and all other relevant policies.

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed above.

The details contained in the job description particularly the key responsibilities, reflect the content of the job at the date the job description was prepared.

It is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, Kinship will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

## Equality, diversity and inclusion

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work. We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

## Candidate application information

Please refer to the Job Description for this role to check that you meet the criteria necessary for the job. Closing date and interview details:

**Closing date:** 1 November 2024, 12pm  
**Interviews:** 1<sup>st</sup> Interview week commencing 4 November  
2<sup>nd</sup> Interview week commencing 11 November

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate they meet the essential skills and experience outlined.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application. If you have a disability, which you would like us to consider, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

## How to apply

To apply for the position, please send your application directly to [recruitment@kinship.org.uk](mailto:recruitment@kinship.org.uk). Include your CV and a cover letter detailing your relevant experience and motivation for applying. Make sure to specify the position you're applying for in the subject line of your email. We look forward to reviewing your application!

Kinship reserves the right to close a recruitment campaign earlier than advertised where we have received sufficient applications so early application is encouraged.

If you would like further information or an informal chat about this role, please contact [recruitment@kinship.org.uk](mailto:recruitment@kinship.org.uk) or send an email to [deborah.fox@kinship.org.uk](mailto:deborah.fox@kinship.org.uk)

# What it means to work at Kinship:

## Our vision:

A society in which kinship carers and the children they care for are **recognised**, **valued** and **supported**.

## Our mission:

To ensure that kinship carers and the children they care for get the **support** and **recognition** they need.

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Knowing what you do helps kinship families that really need support.

Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers.

Staff member at Kinship

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We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.





# Our values:

## Be bold

### We fight for what's right with focus and determination

- be driven by evidence and deliver quality
- innovate bravely, fail fast and learn quickly
- challenge constructively to move us forward



## Be stronger together

### We see the bigger picture of our work and value collaboration to drive impact

- recognise and value the part everyone plays
- bring different strengths and expertise together with purpose
- ask whose voice and experience may be missing



## Put people first

### We care about each other and create spaces where people feel they belong and can thrive

- bring people together to share experiences and celebrate success
- listen with curiosity not judgement
- support with understanding and compassion



## Step up

### We all take responsibility for changing lives and changing the system

- actively seek and share knowledge
- step in with ideas and solutions
- ask for and give honest feedback



# What we can offer you:



## Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.



## Family:

- Our policies include kinship care leave, compassionate, dependents, and bereavement leave that support the lives of employees who have additional commitments.
- Maternity & Paternity, Surrogacy and Adoption and Kinship Care Leave policies.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



## Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata to role.
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.



## Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.



## Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



## Health and Wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Accessible HQ - The Foundry is fully wheelchair accessible.
- Wellbeing Wednesdays (half a day off on top of AL for all staff at one time - discretionary).
- Charity Worker Discount.



## Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



## Learning and development:

- A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

# Conditions of Employment:

## **Working hours:**

The working week is currently 28 hours per week over Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

## **Travel:**

There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

## **Pension scheme:**

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements.

## **Probationary period:**

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

## **Flexible working:**

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

# Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and really passionate about doing their best for kinship carers.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

## Standard clauses:

- this role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- the post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- the post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- the post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- the post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

**Note:** This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.

**Kinship is the working name for Grandparents Plus, which is a company limited by guarantee registered in England and Wales under number 4454103 and registered as a charity under number 1093975**