
GET INVOLVED – WORK FOR US – BE DRIVEN BY THE GOOD WE DO

Are you looking for your next exciting challenge?

Would you like to work for a growing local charity?

Do you want to improve the lives of others?

Then join the Family Space staff team - It's exciting, challenging and has many rewards.

We are looking to recruit a child contact supervisor with a sense of purpose to help improve the lives of others.

In return, you will receive training and professional development opportunities, a generous pension, life assurance and be part of the YMCA Cheltenham family – including free gym membership and being invited to our fun and annual events just for you.

The role is 8.5 hours a week, working every Saturday.

The salary is between £23,900 per annum as a full-time salary. Based on 8.5 hours this works out as £5,417.33 per annum.

About us

Family Space is a Christian Charity that works with families that run a programme of activities that provide individual support. Our main services are mum groups, befrienders, stay and play that include young mums, playgroup, contact centre and holiday activity. Family Space is unique in the way they build relationships with families allowing them to trust and open up to us, hence the organisation see real life changing results in the lives of the families they support. The goals of Family Space are:

- To bring Good News to our community by being a practical expression of the love of God
- To work in the deprived area of West Cheltenham and beyond.
- To develop people's appreciation of themselves and their families giving a sense of hope.
- To encourage family relationships, especially between parents, carers, and children.
- To mobilise partner organisations and churches to serve the community.
- To provide spaces where parents and children can feel safe.

Family Space seeks to be

- Non-judgemental
- Bringers of hope
- Light in a dark place
- Loving to all

In April 2022, Family Space and YMCA Cheltenham came together to become one single charity

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing in Cheltenham and Gloucester, alongside other works including the provision of sports facilities, affordable housing and other charitable activities.

Since 2014 we have grown from having just one supported housing project of 50 beds to being able to offer more than 250 beds every night, including long-term affordable accommodation, low to high level supported accommodation, and emergency homeless provision.

YMCA Cheltenham is an organisation founded on Christian values and, as such, employees may encounter behaviours or vestiges particular to, or representative of, the Christian faith in the work-place. Employees are not required to adhere to the Christian faith or any faith, and no such consideration is taken into account by the organisation when making employment choices or in delivering its services.

About the Role

The Contact Centre Supervisor will be working for the Family Space Contact Services to supervise the contact between a child and a parent they don't live with.

To be successful in this role, you should be organised, able to meet deadlines, be able to communicate effectively, be tactful and diplomatic, attentive to detail, have good problem-solving skills, and excellent interpersonal skills.

The job will be to work every Saturday and more hours may be available as per the work available.

What we offer

We offer a salary for this position of £5,417.33 per annum depending on relevant skills and qualifications. We provide a contributory pension, paid overtime, 28 days holiday inclusive of Public Holidays (increasing after 2 years with an additional extra day of holiday, up to a maximum of an additional 5 days) (pro-rated), 2 days wellbeing (pro-rated), and up to 20 days sick pay per annum (pro-rated). The organisation also offers non-contractual benefits such as life assurance and free use of the organisation's sports facilities. We provide a comprehensive training programme for all staff across the organisation and have a commitment to helping staff progress and develop.

We are committed to creating a dynamic and diverse workforce and welcome applications from all suitably qualified candidates regardless of their age, gender, disability, race or ethnicity, sexual orientation or faith. We have procedures in place to ensure that all applicants are treated fairly and consistently at every stage of the recruitment process.

YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment