

Job Description and Person Specification



Job Description

Job Title	Best Start Family Hub Network Development Coordinator
Grade	7
Service	Help & Protection
Reports to	Early Help Manager
Location	Citywide
Job Evaluation Code	L3077D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

The Best Start Family Hub Network Development Lead will play a pivotal role in shaping, growing, and sustaining high-quality Family Hub activities across community settings. This role will lead a team responsible for supporting local organisations to design, develop, and implement Best Start Family Hub services and activities that meet the needs of children, young people, and families.

To lead on the development and Implementation of Best Start Family Hub Network sites enabling partner services and organisations to be actively involved in the delivery of Coventry's Best Start Family Hub offer, working to improve outcomes for children, young people, and their families.

The role involves managing a team to plan, deliver and create Best Start Family Hub services within community venues assisting in the planning and delivery of activities

The postholder will ensure that each organisation through the work of the team is equipped with the tools, guidance, and confidence to deliver sustainable, community-led Family Hub provision that continues long after initial support has ended.

The Family Hub Network Development Lead will foster strong partnerships with internal and external stakeholders, ensuring collaborative, inclusive, and effective service provision that reflects the priorities of the local communities and will see the creation of Best Start Family Hub Network sites established throughout the City

Main Duties & Key Accountabilities

Core Knowledge

- Supervising team members to undertake and participate in the delivery of services as part of the Family Hub model, using a whole-family approach.
- Leading the development and expansion of the Best Start Family Hub network sites, ensuring alignment with local priorities, national guidance, and the Family Hub model.
- Managing resources effectively in line with value-for-money principles, including local expenditure, and maximising opportunities for income generation.
- Build strong, collaborative relationships with voluntary, community, faith, and statutory organisations to encourage participation and co-production.
- Ensuring service delivery is high quality, outcome-focused, and provides evidence of impact for children, young people, and families.
- Leading and supervising the work of the team to empower families to sustain positive change.
- Oversee workload planning, performance management, and professional development within the team.

- Overseeing the delivery and evaluation of evidence-based programmes across the Family Hub team.
- Working with local partners to provide joined-up services to children and families ensuring there are seamless pathways to and from universal and specialist services
- Understanding, implementing, and complying with relevant legislation, statutory guidance, and inspection requirements, and taking responsibility for resolving user complaints.
- Managing delegated budgets in accordance with council requirements.
- Coordinating the professional development of paid and voluntary staff, including coaching, role modelling, appraisal processes, and staff development activities.
- Leading on and implementing relevant local and national initiatives and policies as directed.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Health Education Early Years Settings Police Community groups and third sector organisations	Internal All service areas in Children's and Education Services Adult Education Service
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Community Navigator

Family Hub Community
Practitioner

Early Help Partnership
Coordinator

Best Start Inclusion Practitioner

Early Years Practitioner

Person specification

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Knowledge	
Demonstrate knowledge of Coventry Safeguarding Children Partnership's Effective Support for Children and Families guidance and its application in early help practice.	
Understand child and adolescent development and its relevance to planning and delivering effective support	
Apply knowledge of evidence-based interventions for early help and family support to improve outcomes	
Recognise the benefits of partnership working and interagency approaches in supporting children and families.	
Skills and Abilities	
Lead a multiagency team to plan, coordinate, monitor, and critically evaluate work.	
Work independently and collaboratively within a team environment	
Communicate effectively in both written and verbal formats, including producing records, reports, presentations, training, and guidance tailored to diverse audiences	
Manage competing priorities, delegate tasks, and coordinate workloads efficiently	
Establish and maintain effective working relationships with parents, professionals, and partner organisations.	
Oversee and manage budgets responsibly.	
Utilise performance management systems to monitor and improve service delivery.	
Experience	
Experience of managing, motivating and building effective teams at a supervisory level in a social care, health or educational setting	
Experience of leading and managing change	
Experience of working in and meeting the needs of diverse communities	
Relevant experience of working with children and families	
Qualifications	
Relevant professional qualification in teaching, early years, nursing, health visiting, youth or social work	
Special Requirements	

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS) The post holder will be required to work across the city area and outside of normal business hours occasionally

Date Created	24/06/26	Date Reviewed	28/07/2026
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