



CANDIDATE PACK

**AdoptionUK**  
Together we're family

## Message from our Chief Executive



Dear Candidate,

Thank you for your interest in the role of Head of Service (Wales) at Adoption UK.

We are delighted you have chosen to explore a career with us, and I hope that the information in this candidate pack is valuable in your application.

Adoption UK's vision is for an equal chance of a bright future for every child unable to live with their birth parents, and we are the leading charity providing connection, support and advocacy for adoptive families.

Created in 1971; we provide a strong supportive community and the largest voice of adoption in the UK. Our community is connected by the need to understand the challenges of adoptive and kinship families and to celebrate the rewards together. Our services are unique because they are developed by, for and with adoptive families and adopted people.

We offer hope and understanding by providing vital support, training, community, and voice to all those involved in adoption, including prospective adopters, adoptive families, adopted young people and adults, and professionals. We are increasingly working to support kinship care families.

We campaign tirelessly to ensure that adoptive and kinship families receive the support they need to thrive. Our best advocates are parents, adopted people and the professionals who support them, and we ensure their voices are heard by policy and practice decision makers.

Within this pack you will find the following:

- Our values and purpose
- Our benefits
- The application process
- The role profile for the position you are interested in.

I would also encourage you to visit us on the following platforms:

- Website: [Adoption UK Charity](#)
- YouTube: [Adoption UK - YouTube](#)
- Facebook: [\(6\) Adoption UK | Facebook](#)
- Twitter: [Adoption UK \(@AdoptionUK\) / Twitter](#)

I wish you every success in your application.

Emily Frith

CEO

## Our Purpose

To secure the right support at the right time for the children at the heart of every adoptive and kinship care family.

## Our Vision

An equal chance of a brighter future for every child unable to live with their birth parents.

## Our Values

### We are Open

- We champion every adoptive and kinship care family – we value diversity, equality and inclusion.
- We're honest about the realities of adoption and kinship care, and about what needs to change.
- We work constructively with others – we stand up for great ideas, good decisions and excellent support for families.

### We are Stronger Together

- We pioneer peer support in adoption and kinship care.
- We enable families to build, and draw strength from, their networks.
- We work with families to build an expert case for better support.

### We are Determined

- We won't stop until every adoptive and kinship care family has what they need to thrive.
- We will empower every adoptive and kinship care family to ask for, and get, what they need.
- Together, our community is a powerful force for change in the lives of the children we love.

## Our Mission

In pursuit of our mission we:

Provide peer to peer support through our online information, message boards, helpline and different levels of individual support, depending on need. All those providing this support communicate from their lived experience of adoption and/or professional expertise.

Influence decision makers through the knowledge and experience of our members and the wider adoption and long-term fostering communities. We carry out research, develop case studies and contribute to empirical evidence of what it is like to be an adopter or long-term carer of a child who is

unable to live with their birth family in the 21st century.

Provide training and publications that set out to inform adopters, carers and professionals alike of the neurological and psychological effects of early childhood trauma and attachment difficulties. Adoption UK helps parents and carers to transform the lives of children, so that they can better overcome and come to terms with what has happened in their lives.

## Our Strengths

### Empowering

We seek to empower the adoptive and kinship care families and individuals we exist to support. We want to equip those who wish for it with the knowledge, support and resources they need to secure the best for themselves and their families.

### Lived experience

90% of our staff, volunteers and trustees are personally connected with adoption and kinship care, as adopters, carers or as adopted people. We draw our expertise from the heart of the community we serve to bring the lived experience of adoption and kinship care into every part of our work

### Four Nations

We work across the whole of the UK. We have national teams in each country and tailor our programmes to take opportunities and address priorities in each nation. We align our work to make sure that our collective resources, insights and experiences combine to help adoptive and kinship families thrive, wherever they are.

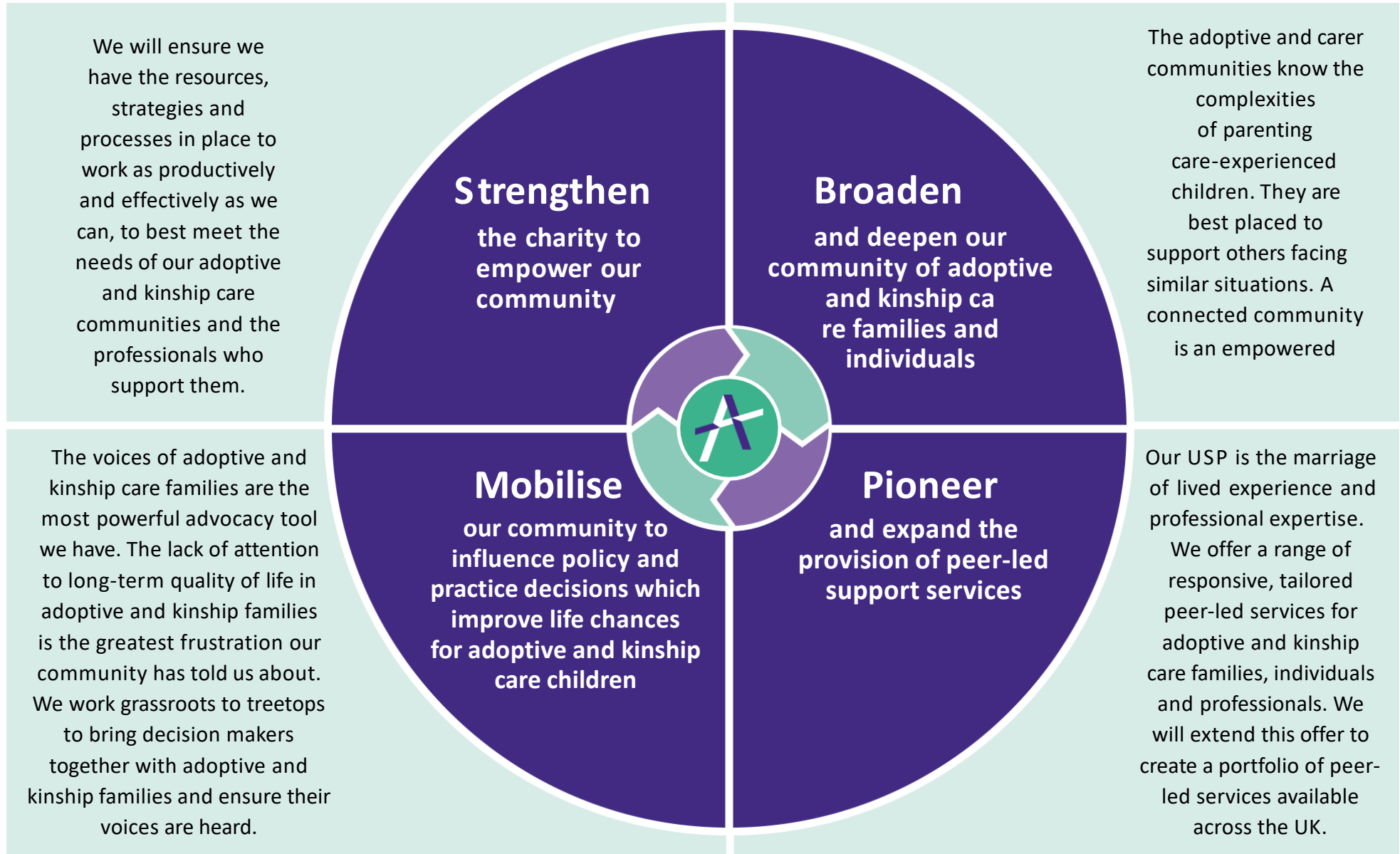
### Equality, diversity and inclusion

We are committed to inclusion across our staff, volunteer and membership bodies. We are working proactively to enhance an organisation culture which celebrates the diversity of the adoptive and kinship community. We want to ensure that everyone we work with feels respected and supported, independently of race, sexual orientation, gender, language or ability.

### Partnerships

We value partnership. We know that priorities for adoption and kinship care families affect many other communities, and we can often achieve more for our community by making common cause with organisations and individuals which share our values

# Empowering our community





### ROLE PROFILE

JOB TITLE:	Head of Service (Wales)
RESPONSIBLE TO:	Director for Wales and Quality & Impact
RESPONSIBLE FOR:	Managers of Connect, Communities and Education/Training in Wales
HOURS OF WORK:	25 – 30 hours a week
LOCATION:	Hybrid - home and one of the Wales offices TBA
DURATION:	Permanent
GRADE/SALARY:	Grade 8, £43,471 per annum (FTE)

### KEY WORKING RELATIONSHIPS

- Employees and volunteers of Adoption UK, based in Wales
- Responsible Individual / CEO
- Nation and strategy function leads
- Director for Wales and Quality & Impact
- Clinical Director AUK and PATH Clinical Lead
- Director of Public Affairs & Communications
- Director of the National Adoption Service Wales
- People with lived experience of adoption living in Wales
- Service managers across Adoption UK
- Stakeholders within Wales, and the adoption and care sector

### PURPOSE OF THE ROLE

- To provide operational leadership for the Wales team and work collaboratively across the UK as a senior AUK Manager
- To take responsibility for identifying and pursuing funding opportunities within Wales, and for setting and managing a growth budget for Adoption UK in Wales
- To be the Safeguarding Lead for Wales and be part of the UK wide out of hours duty team
- To work closely with service managers across the organisation to increase the consistency of provision and good practice across the UK
- To build relationships with key stakeholders including the adoption and care sector, Welsh Government, the National Adoption Service and other external agencies
- To build on the profile and influence of AUK in Wales

# MAIN DUTIES AND RESPONSIBILITIES

## TEAM LEADERSHIP

- To provide local managers with support, including oversight of project management, safeguarding support and case supervision where necessary
- To identify learning and development needs of managers and the wider team, and ensure that they are supported to deliver their work effectively
- To line manage specified staff in line with the supervision policy, monitor and manage performance and undertake 121s and performance reviews on a regular basis
- To work with colleagues across the UK to ensure that all service areas, policies and procedures meet organisational and regulatory requirements, regularly reviewing and updating these as required to provide a consistent framework for staff to undertake their duties, and for monitoring and evaluation purposes.
- To provide operational oversight for the organisation in Wales with management and responsibilities contributing to income generation, budget oversight, recruitment and team management, communications and policy and practice in Wales, making recommendations to and working alongside the Senior Leadership Team, CEO and Board of Trustees to achieve strategic aims
- To contribute to the overall business strategy development of Adoption UK as a member of the management team, and working closely with Registered Manager of Welsh Services to ensure governance and oversight of activities
- To ensure that the work of the organisation in Wales demonstrates the Active Language Offer and carries out its work in both Welsh and English
- People with lived experience of adoption and the care system are supported to be at the centre of decisions in Wales that impact them
- To promote equality of opportunity and anti-discriminatory practice

## COMPLIANCE

- To be accountable for service quality and performance in Wales, and to work closely with the RI and Director for Wales and Quality & Impact to ensure that services are fully compliant with Adoption Agency Regulations, Health and Safety Regulations, Employment legislation and other relevant legislation, in addition to internal organisational policies and processes.

## INCOME GENERATION AND CONTRACT MONITORING

- To work closely with the Partnerships & Fundraising team, Chief Operating Officer, business support staff and external partners to develop funding proposals, and to monitor the delivery of projects in Wales in line with the conditions set out in the original proposals for funding.

## PARTNERSHIPS AND EXTERNAL STAKEHOLDERS

- Alongside colleagues, to work collaboratively with the National Adoption Service, including the Regional Adoption Agencies and Voluntary adoption agencies in Wales.
- To identify and work effectively with external stakeholders across Wales around areas which are of concern to the adoption community such as mental health, education, care experience etc.

## SAFEGUARDING

- To take the lead role in Safeguarding in Wales, in particular, ensuring all local policies and procedures reflect the Safeguarding policy of the organisation; and to be part of the wider Safeguarding Working Group, ensuring all staff receive regular safeguarding training and opportunities for reflective practice.
- To be on the 'Out of Hours Safeguarding Duty' team providing out of hours cover for one week at a time at least 4 times a year (additional day of leave provided for each week of cover delivered) and participate in safeguarding training development and delivery, as required

## CRITERIA

Knowledge and Experience	<ul style="list-style-type: none"> <li>• Sound knowledge of the children and families social care sector and adoption issues</li> <li>• Experience of income generation, applying for grants and funding</li> <li>• Experience of growing new services and /or developing contracts</li> <li>• Understanding of policy, development and research in relation to adoption</li> <li>• Customer relationship management experience</li> <li>• Experience of working within the children and families sector; and direct experience of adoption/children's team services</li> <li>• Personal or professional experience of adoption</li> <li>• Experience of project management</li> </ul>
Qualifications and Education	<ul style="list-style-type: none"> <li>• A qualification at NVQ level 4 in management or another qualification which at least matches the competencies required by level 4 (Essential)</li> <li>• Extensive experience in the fields of social care, health or Education (Essential)</li> </ul>
Skills and Abilities	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Evidence of ability to influence policy and practice</li> <li>• Ability to promote the AUK offer to key stakeholders</li> <li>• Good IT/computer skills</li> <li>• Highly organised working practices</li> <li>• Ability to lead a national team</li> <li>• Ability to work under own initiative</li> <li>• Attention to detail</li> <li>• Ability to work as part of a team</li> <li>• Evidence of effective partnership working</li> <li>• Ability to speak Welsh is desirable and respect for the Welsh language is essential</li> </ul>
Accountability	<ul style="list-style-type: none"> <li>• Responsible for safeguarding in Wales</li> <li>• Responsible for monitoring and reporting on quality and performance across services in Wales.</li> </ul>
Behaviours	<ul style="list-style-type: none"> <li>• Takes pride in Adoption UK and promotes its values and mission in all interactions with external stakeholders.</li> <li>• Demonstrates commitment to equality, diversity and inclusion in all aspects of role at all times.</li> <li>• Contributes to an open and honest culture and duty of candour</li> <li>• Encourages challenge and creativity, transparency and consistency.</li> <li>• Supportive and available with staff offering empathy and understanding.</li> <li>• Leads by example.</li> <li>• Offers outstanding service to members, service users and staff</li> <li>• Promotes cross functional team working, sharing skills and knowledge</li> <li>• Communicates clearly, seeking clarity when unclear and valuing the opinion of others.</li> <li>• Valuing the opinion of others. Treating colleagues and other stakeholders with respect.</li> <li>• Takes pride in own development, committed to achieving high standards and agreed objectives.</li> </ul>

*This role profile is a guide to the nature of the work required and may involve other such duties as deemed necessary by the Organisation. It is not wholly comprehensive or restrictive. The role profile will be reviewed with the post-holder at significant points for the Organisation. Postholder is expected to abide by all organisational policies, codes of conduct and practice, and to work within a framework of equal opportunities and anti-discriminatory practice*



## The Application Process

### Application Stage

Applications should be made via our website: <https://www.adoptionuk.org/jobs-page>. Please click on the role you are interested in and download the Role Profile, Application Form and Diversity Monitoring Form BEFORE clicking on apply. Once you have clicked apply you will be asked to complete your name and contact details. You will be able to attach the Application Form, Diversity form and a covering note on the next page.

The Application Form must be completed in full, giving details for all employment (voluntary and paid), training, and any gaps in employment, however small, such as a university gap year, a period of unemployment or if you have travelled abroad. The supporting statement is an instrumental part of the application and shortlisting process so please give as much detail as possible, reasons for applying and information on how your experience, knowledge, skills, and abilities for the role.

Please also give any dates you will not be available or might have difficulty with the indicative timetable below.

In accordance with the Data Protection Act, the information you provide in your application, and in any accompanying papers, will be used to assess your suitability for the post advertised. It will not be released to anyone who does not require it for this purpose. If you are employed, this information will form the basis of your employment file within Adoption UK, otherwise it will be destroyed six months after the post is filled. To read our Privacy Policy in detail please click [here](#).

If you require any adjustments in order to complete the application form or if you wish to receive the application form in an alternative format, please email [peopleservices@adoptionuk.org.uk](mailto:peopleservices@adoptionuk.org.uk) or telephone 01295 752253. If you have an agency or educational contact who you wish to be involved in your application, please provide us with their details and explain to what degree you wish them to be involved.

#### Diversity and Equality Monitoring

Adoption UK is committed to eliminating discrimination and encouraging diversity amongst the workforce. We ensure that our methods of selection are fair and that they are solely based on merit, objective role related and ability to do the role.

We are obliged to ask you to complete the Diversity Monitoring Form, but you are not obliged to completed it. The intention of monitoring is to identify if there are difference success rates, which will allow us to take action to ensure that no group is treated unfairly.

The data will only be used for general statistical and monitoring purposes. The data will be kept separately from your application and will not be used in assessing information on your application form

If you are happy to complete the form, please email the form to [peopleservices@adoptionuk.org.uk](mailto:peopleservices@adoptionuk.org.uk). [Please do not attach it to your online application.](#)

#### Keeping in touch

We will stay in touch with you by email during the recruitment process. Please check your emails regularly, including your junk folder, so you don't miss a message from us. However, we may need to call you so please ensure there is at least one contact number provided on the application form.

#### Shortlisting

Shortlisting is usually carried out within 10 working days of the closing date, and you should be notified of an outcome within fifteen working days of the closing date.

The panel will shortlist based on those applicants who best meet the criteria for the role.

## Interview Process

Interviews will either be face to face or by video conferencing. You will be asked a number of competency questions and for some roles you may be asked to undertake assessments tasks, which could include a presentation, data, or job specific selection tasks.

If you have a disability which may affect your application or interview, please let us know of any additional arrangements you require. People conducting your interview may not have had an experience with your disability, so please ensure you have explained all of your requirements, even ones which may seem obvious.

## After your interview

We aim to let you know the outcome of your interview as quickly as possible by telephone/email, followed with a conditional offer to the successful candidate(s).

If you are not successful and would like some feedback, please email [peopleservices@adoptionuk.org.uk](mailto:peopleservices@adoptionuk.org.uk)

## Pre-employment checks

If you are successful, we will contact you for the following information:

- Proof of eligibility to work in the UK (we don't support sponsorship requests)
- Proof of address
- References
- Criminal record
- An overseas police check (If you are not currently living in the UK or have spent significant time overseas)
- Verification of your qualifications and registration with relevant professional bodies, if required for the role

You will receive an email with a link to Checks Direct to complete the registration. Please ensure this is completed as soon as possible to avoid any delays.

If you are on the DBS Update Service we will seek your authorisation to view your information on the website. We will also need to see a copy of your DBS certificate.

For Scotland you will be required to have an appropriate PVG

Please note that carrying out these checks may take some time, and we cannot offer you a start date until they are complete.

## References

If you are successful we will contact you for two referees. One reference must be from your most recent employer or education establishment. The second reference may be from a previous employer or a professional character reference. We cannot accept references from a family member.

## Probation Period

For successful candidates it is the policy of Adoption UK to operate a probationary period. This is usually six months.

## Timetable:

The closing date for this role is Tuesday 4<sup>th</sup> March 2025. However, Adoption UK reserves the right to end the application period sooner so we would recommend you complete the application form as soon as possible,

The date(s) scheduled for interviews will be the mornings of 19<sup>th</sup> and 20<sup>th</sup> March. These dates may be subject to change and applications will be advised in advance should this happen.

## Queries:

If you have any queries on any aspect of the recruitment process please contact People Services either by email [peopleservices@adoptionuk.org.uk](mailto:peopleservices@adoptionuk.org.uk) or telephone 01295 752253.

If you would like additional information or wish to have an informal discussion about the role, please contact [peopleservices@adoptionuk.org.uk](mailto:peopleservices@adoptionuk.org.uk).

Adoption UK positively embraces flexible working recognising that employees may wish to balance work and family/home life.

We are committed to safeguarding and promoting the welfare of children and young people and expects everyone working with us to share this commitment.

## FAQ

### Why do you need to check my eligibility to work in the UK?

In order to comply with legislation, all employers in the UK are required to make basic document checks on every person they tend to employ for paid or unpaid work. We have to ask all applicants who are offered a role to provide proof that they can be legally offered unpaid work in the UK. If we do not see satisfactory documentation, the opportunity to volunteer may be withdrawn or terminated.

### Why do I need a DBS before I can work for Adoption UK?

It is standard practice for anyone working in the charity sector to have an enhanced DBS or PVG in place if they are going to be working with children or vulnerable people. In 85% of DBS applications, it can take around a week for a DBS to be completed. However, sometimes this can take longer and unfortunately you will not be able to join us until it has been completed.

### What if I have content on my DBS/PVG?

Depending on the nature of your conviction, we will do a risk assessment against the role you have applied for. We appreciate honesty.

### What benefits do Adoption UK offer?

Some of our benefits are:

- Generous annual leave which accumulates with service
- Office closure over the Christmas period
- Enhanced Family Friendly Policies
- Hybrid and flexible working
- Enhanced Sick pay
- Support through our Employee Assistance Programme
- Discounts of big name retail and Leisure through our Advantage Scheme
- Eyecare vouchers
- Free will writing service

### What will happen to the information on my form?

Information about you will always be treated in strict confidence. All information with regards to recruitment will be collected, stored and used in accordance with the Data Protection Act 1998. The data will be used to access your suitability for the role you have applied for.

Unsuccessful applications will be stored for six months before being confidentiality destroyed. Successful applications will be transferred to a personal file.

Please see our [Privacy Notice](#) for further information

## About DBS (England, Wales and Northern Ireland)

A DBS check is required for all roles with Adoption UK. This is a standard requirement for all staff and volunteers at charities or voluntary organisations which work with children or vulnerable people.

Applying for a DBS check is a straightforward process, but you should allow some time for your application to be processed and your DBS form to be issued.

### How to apply

We use Checks Direct to conduct the checks for us. You will be emailed a link to access and complete the registration process. Adoption UK will then use the documents you will provide during your interview in order for the relevant checks to be made.

The applicant must try to provide documents from Route 1 first.

#### Route 1

The applicant must be able to show:

- one document from Group 1
- 2 further documents from either Group 1, or Group 2a or 2b

At least one of the documents must show the applicant's current address.

#### Route 2

If the applicant doesn't have any of the documents in Group 1, then they must be able to show:

- one document from Group 2a
- 2 further documents from either Group 2a or 2b

At least one of the documents must show the applicant's current address.

#### Route 3

Route 3 can only be used if it's impossible to process the application through Routes 1 or 2.

For Route 3, the applicant must be able to show:

- a birth certificate issued after the time of birth (UK and Channel Islands)
- one document from Group 2a
- 3 further documents from Group 2a or 2b

Group 1: Primary identity documents		
Document	Notes	
Passport	Any current and valid passport	
Biometric residence permit	UK	
Current driving licence photocard (full or provisional)	UK, Isle of Man, Channel Islands. Paper counterpart to the photocard driving licence will not be valid	
Birth certificate – Issued within 12 months of birth	UK, Isle of Man and Channel Islands – including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces	
Adoption certificate	UK and Channel Islands	

Group 2a: Trusted government documents		
Document	Notes	
Current driving licence photocard (full or provisional)	All countries outside the UK (excluding Isle of Man and Channel Islands)	
Current driving licence (full or provisional) paper version (if issued before 1998)	UK, Isle of Man, Channel Islands	
Birth certificate – issued after time of birth	UK, Isle of Man and Channel Islands	
Marriage/civil partnership certificate	UK and Channel Islands	
Immigration document, visa or work permit	Issued by a country outside the UK. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non-UK country in which the role is based	
HM Forces ID card	UK	
Firearms licence	UK, Channel Islands and Isle of Man	
All driving licenses must be <i>valid</i>		
Group 2b: Financial and social history documents		
Document	Notes	Issue date and validity
Mortgage statement	UK	Issued in last 12 months
Bank or building society statement	UK and Channel Islands	Issued in last 3 months
Bank or building society account opening confirmation letter	UK	Issued in last 3 months
Credit card statement	UK	Issued in last 3 months
Financial statement, for example pension or endowment	UK	Issued in last 12 months
P45 or P60 statement	UK and Channel Islands	Issued in last 12 months
Council Tax statement	UK and Channel Islands	Issued in last 12 months
Letter of sponsorship from future employment provider	Non-UK only - valid only for applicants residing outside of the UK at time of application	Must still be valid
Utility bill	UK – Not mobile telephone bill	Issued in last 3 months
Benefit statement, for example Child Benefit, Pension	UK	Issued in last 3 months
Central or local government, government agency or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC	UK and Channel Islands	Issued in last 3 months
EU National ID card		Must still be valid
Cards carrying the PASS accreditation logo	UK, Isle of Man and Channel Islands	Must still be valid
Letter from head teacher or college principal	UK – for 16 to 19 year olds in full time education – only used in exceptional circumstances if other documents cannot be provided	Must still be valid

Applicants who aren't a national of the UK

An applicant who wants to do paid work and isn't a national of the UK must be able to show:

- one primary document
- two supporting documents

If an applicant is unable to provide this documentation they can't submit a DBS check. This is because the right to work in the UK can't be established. They can't use any other route.

Applicants for voluntary work who aren't UK nationals must use Route 1.

Non-UK nationals who are eligible for a DBS check and receiving payment for work, even if it is an allowance, for example a foster carer, must use the paid work route.

However, Route 1 can be used by adult household members:

- in a fostering household
- in a child-minding household
- in a host family
- living where 'work with children' takes place, for example, living in a boarding school