

## Recruitment Pack

### About BVSC

Bexley Voluntary Service Council (BVSC) has been supporting the local Voluntary and Community Sector (VCS) in Bexley for over 60 years. Throughout this time, BVSC has continually evolved in response to local need, sector challenges and wider changes in public policy. Today, BVSC plays a central role in strengthening the local voluntary sector, connecting organisations, amplifying community voice and enabling organisations across Bexley to be resilient, connected, and able to provide high-quality, impactful services to residents.

Diversity, equity, and inclusion are central to our culture; a diverse workforce strengthens our ability to support communities effectively and deliver high-quality services across the voluntary sector. We recognise that diversity spans many aspects of identity, and we are committed to fostering a workplace that is increasingly inclusive and equitable, where everyone feels heard, respected, and valued. We are also committed to promoting safe and responsible practice across our work and expect all staff, volunteers, and partners to uphold these standards.

### Our Values

- **Inclusivity:** We value our differences and work well together because of them.
- **Accountability (& Integrity):** We are committed and deliver effective solutions.
- **People (Respect & Supportive):** We care about the happiness and wellbeing of each other.
- **Communication:** We communicate clearly and respectfully fostering trust and collaboration.
- **Creativity:** We continually seek to improve how we work to achieve the best outcome.

### Why Work for Us

- Hybrid working
- Additional Birthday Day off
- Flexitime and TOIL
- Pension employer contribution 6%
- Two volunteering days (pro rata)
- 25 days annual leave plus bank holidays (pro rata)
- Access to the Blue Light Card
- Ongoing training and professional development opportunities
- A positive, inclusive team culture where your ideas are valued
- Enhanced maternity/paternity pay
- Employee Assistance Programme

## **Job Description**

<b>Post:</b>	Bexley Health & Wellbeing Coach Team Lead
<b>Responsible to:</b>	Head of Health & Wellbeing
<b>Salary:</b>	£39,490
<b>Hours:</b>	35 hours across 5 days (We are open to discussions regarding the working pattern, and welcome applications for 0.8 FTE up to 1 FTE. A full working week is 35 hours. We offer flexible working hours. The core working hours are 10:00am to 4:00pm).
<b>Contract:</b>	18 months
<b>Probationary period:</b>	5 months

### **Purpose of the Job**

The Bexley Health & Wellbeing Coach Team Lead will oversee the delivery of the Bexley Health & Wellbeing Coaching Service, ensuring high quality, consistent delivery across multiple partner organisations.

They will provide strategic coordination, operational supervision, partnership leadership, and ensure the service meets all requirements of the contract, including monitoring, quality, safeguarding, and reporting standards.

### **Aims of the project**

The Health & Wellbeing Coaching Service aims to:

- Support residents living with long-term conditions or Vital 5 risk factors to improve their wellbeing through personalised coaching.
- Strengthen Integrated Neighbourhood Teams (INTs) and community-based preventative support.
- Reduce health inequalities across Bexley's three neighborhoods.
- Deliver proactive engagement, Vital 5 checks, follow-ups, and wellbeing interventions.
- Build trusted relationships between statutory and voluntary sector partners

The Team Lead plays a central role in ensuring the service is well-coordinated, compliant, responsive, and impactful.

### **Summary of the main duties**

- Lead and coordinate a multi-organisation partnership model delivering Health & Wellbeing Coaches in community settings.
- Chair quarterly contract meetings with delivery partners and the Commissioner.
- Identify service development opportunities and feed learning into system partners.
- Provide direct line management to:
  - Health & Wellbeing Coaches (across multiple neighborhoods and partners).
  - Health & Wellbeing Triage Administrator.
- Ensure consistent delivery of coaching standards across all partners.
- Support induction of new starters, including training and systems onboarding.
- Lead monitoring and evaluation reporting for the programme, ensuring full alignment with contract requirements.
- Undertake data quality checks, audits and service reviews.

- Act as first point of escalation for safeguarding concerns from coaches and partners.
- Oversee triage processes, referral handling, waiting lists and caseload distribution.
- Ensure processes and operational flows are followed consistently across partners.
- Support community outreach, engagement events and neighborhood visibility.
- Promote the service at events, meetings and community forums.

### **Person Specification**

Candidates will be required to demonstrate how they meet the skills and experience in their supporting statement, outlined in the criteria below.

Please address each of the criteria in turn.

### **Essential Criteria:**

1. Experience of working in a person-centred way in any health or care services.
2. Experience of working within a framework of confidentiality and with access to sensitive personal data.
3. Excellent interpersonal skills with experience of working with people from diverse backgrounds.
4. Ability to build rapport with a wide range of people demonstrating empathy and understanding.
5. Be kind, approachable and empathetic in your approach to supporting residents with their health and wellbeing.
6. Excellent IT skills including previous use of Microsoft Office (especially Microsoft Excel) and CRM database systems.
7. Committed to improving lives and communities.
8. Proven ability to lead and motivate a team, including setting clear goals, providing supervision, and supporting professional development.
9. Experience in planning, coordinating, and overseeing delivery of community-based services or health & wellbeing programmes.
10. Experience in collecting and analysing outcomes data to inform service delivery and demonstrate impact.
11. Excellent communication skills, enabling you to confidently receive referrals on the phone & email; extracting relevant information whilst ensuring people feel supported and informed.
12. A creative problem solver and able to prioritise a varied workload, managing conflicting priorities to meet deadlines.
13. Enthusiasm, flexibility and a positive 'can do' attitude.

### **Desirable Criteria:**

1. Understanding of social prescribing or community-based health interventions.
2. Experience working with underserved or marginalised communities.
3. Lived Experience of managing a long-term condition or caring for someone that does.
4. Experience of working in integrated or multi-agency teams.
5. Access to a bike or car to be able to travel freely in across the Borough of Bexley in a time-efficient way.

## **Additional Information**

Please submit your covering letter addressing each of the person specification points above, your CV and monitoring form by **23:59 on Thursday 16<sup>h</sup> April 2026** to: [humanresources@bvsc.co.uk](mailto:humanresources@bvsc.co.uk)

If we receive a high volume of applications, we may close before the date stated above.

Please note, safer recruitment processes and appropriate pre-appointment checks will be completed before any role is confirmed.

We recognise that AI tools can be useful for basic checks such as spelling or grammar. However, we ask that candidates do not use AI to write or generate responses within their application. We value authenticity and want to hear your voice, experiences and motivations throughout the process.

If you would like an informal chat about the role or any reasonable adjustments required for the application or interview, please contact BVSC's HR team who can arrange this.