CFAB
protecting CHILDREN and
uniting FAMILIES ACROSS BORDERS



Children and Families Across Borders

Head of Services

Recruitment Pack

November 2026

ABOUT CFAB

CFAB supports children whose lives and family relationships cross international borders, including children separated from family members overseas and children affected by migration. The complexities of migration and international separation can make many of these children particularly hard to support and particularly vulnerable to abuse and exploitation. We ensure that children in these circumstances enjoy the same care, protection and right to a family life as we would want for any child.

We are the only UK representative of the International Social Service network, and the only charity in the UK with a dedicated international social work team. We are proud to have royal patronage from HRH, Princess Alexandra.

This is a unique opportunity to shape the future of social work practice when a child's family network extends beyond the UK. At CFAB, **you will help challenge the barriers that international borders can create, ensuring that a child's right to family life, safety and belonging is not limited by geography.** You will lead specialist services that bring families together across borders, influence how professionals and statutory services approach complex international cases, and champion the importance of exploring every safe opportunity for children to grow up within their family wherever possible. Working at the intersection of social work, safeguarding and international collaboration, you will help drive meaningful change for children and families whose circumstances might otherwise leave them overlooked or unsupported.

ABOUT THE ROLE

As Head of Services, you will lead a distinctive portfolio of services spanning international casework, family support, training and advice, helping children and families navigate some of the most complex challenges in social work when family relationships cross international borders.

As a member of CFAB's Senior Management Team, you will play a key role in shaping the charity's strategic direction, developing our services and influencing how social workers and statutory agencies approach cross-border cases. You will have the opportunity to bring your experience of children's social care to a specialist international context, working with colleagues and partners in the UK and overseas to challenge barriers, strengthen practice and ensure more children have the opportunity to grow up safely within their families.

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JOB SPECIFICATION

keep reading to find everything you need to know about the role, including the key responsibilities, the skills, knowledge and experience we're looking for, and the terms of employment.

Main Duties:

1. To take responsibility for developing, monitoring and reviewing effective strategies in our service delivery teams, taking into account internal pressures and the resources available as well as budgetary restrictions and our focus on achieving good outcomes for children

- Consulting with service teams to design effective approaches to delivering CFAB's Strategic Plan and improving outcomes for children and families.
- Liaise with fundraising team to help create case for donors to fund any shortfall in service funding, demonstrating good knowledge of donor-funded projects
- Generate new ideas for products and services to achieve better outcomes for children with an international factor in their background, pricing services to cover core costs or working with the fundraising team to generate donations for the service
- Report challenges, opportunities and changing trends to Board Policy & Practice committee, together with the CEO
- Lead and drive a culture of high-quality practice, professional accountability and continuous improvement across our services, embedding evidence-based practice and ensuring that services deliver safe, effective and measurable outcomes for children and families
- Review and monitoring of operational delivery, service standards, practice quality, performance indicators, outcomes and impact data across teams
- Provide effective leadership, supervision and professional development of 5 – 7 direct reports, adhering to the charity's standards on performance management
- Ensure appropriate professional guidance, practice oversight and specialist support are available to teams across the full range of service areas.

Main duties continued:

2. Lead and be accountable for performance and financial reporting to ensure that the senior management team has regular and detailed reports on service performance and budget spend.

- Play an active role in the Senior Management Team, forging strong relationships with senior management peers to facilitate informed discussions and effective decision-making, contributing to organisation-wide planning, service development and the effective use of resources
- Participate in cash flow forecasts and monthly budget monitoring meetings.
- Account for under/overspends with relevant stakeholders (senior management team, trustees or external funders)

3. Ensure high standards of practice, effective management oversight and continuous improvement in outcomes for children across all services.

- Lead quality assurance, reflective practice and coaching to strengthen practice and improve outcomes for children and families
- Identify and respond to changes to legislation and government policy and adapt CFAB services accordingly, working closely with CFAB's Policy lead.
- Ensure all services are consistent with CFAB guidelines and Social Work England Codes of Practice

4. Lead and support a positive, inclusive and effective working culture in which staff are well managed, professionally supported and able to develop their skills and expertise.

- Provide regular, high-quality supervision that supports reflective practice, professional development, wellbeing and accountability.
- Report challenges and opportunities to Board Policy & Practice committee, together with the CEO
- Promote equality, diversity and inclusion in leadership and service delivery, reflecting on practice and seeking opportunities to deepen understanding of the experiences of children and families from diverse backgrounds.

5. To be adaptable and willing to take on new roles and responsibilities as the services of CFAB develop in response to the changing needs of children and families, the wider social care landscape and CFAB's strategic priorities.

COULD YOU BE OUR NEXT HEAD OF SERVICE?

We're looking for a strategic and experienced social work leader who can drive service excellence and improve outcomes for children and families. If this sounds like you, we'd encourage you to demonstrate how your experience aligns with the criteria below.

Essential Skills, Knowledge and Experience

These criteria describe the core skills, knowledge and experience required to succeed in the role. Please ensure your cover letter demonstrates how you meet each of the essential criteria, providing examples where possible.

1. **Social work qualified** with significant **statutory experience** and a strong understanding of **safeguarding**, statutory responsibilities and social work practice with children and families.

2. Significant experience at **senior management level** in a related service area, such as alternative care, kinship care, fostering, Family Group Decision Making or another relevant area of children's social care.

- Proven track record of successful and consistent achievement in **leadership,** delivering sustainable **service improvement** and excellent results.
- Experience of **working effectively in partnership** with a wide range of internal and external bodies, including both statutory and non-statutory organisations.
- Evidence developing and implementing improvements in **policy, practice and service delivery.**
- Experience of **strategic planning and implementation** at management level.
- Experience of reviewing and improving service delivery, including how services are structured, resourced and managed to **improve efficiency and outcomes**.

3. Knowledge and understanding of policy and operational issues confronting the range of disciplines within our operational area.

- Thorough and up to date understanding of **social work legislation, statutory obligations and public sector issues** which affect the provision and delivery of a quality service.
- Knowledge of the strategic challenges facing local government and **children's social care services.**
- Understanding of social work practice when working with **refugees, migrants and children on the move.**
- Understanding of the challenges involved in **cross-border social work**, including **safeguarding children** whose family members live overseas and exploring safe family-based care options across **international borders.**

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4. Ability to apply **innovative thinking** and judgement to initiate and **manage change in strategic and operational issues** to meet targets and desired outcomes

- Ability to operate an effective **performance management** framework, including **service planning**, target setting and performance appraisal to drive up standards.
- Familiarity with **outcome and impact measurement** and its use to inform **service development and improvement.**
- Understanding of the wider sector and **budgetary context** within which service responsibilities are to be fulfilled.
- **Adaptable management style** to **lead change successfully**
- Ability to use **evidence, performance information and feedback** to identify opportunities to improve **service quality, efficiency and outcomes** for children and families.
- Ability to **translate strategic priorities into practical plans**, ensuring services are appropriately structured, resourced and managed to deliver them.

5. Experience of **leading service or organisational change**, with the ability to identify **opportunities for improvement and growth, develop new approaches and support teams through change.**

Desirable Skills, Knowledge and Experience

The criteria below are not essential but will help us identify candidates with additional relevant experience. We encourage you to apply even if you don't meet every desirable criterion.

1. Senior membership of a relevant professional body / a qualification that supports and develops the skills and abilities required for the post.

Additional Requirements

1. Participation in evening and/or weekend events, networking and meetings, as required by the role
2. Ensuring adherence to necessary legislation e.g. Data Protection Act, Health and Safety Act and relevant safeguarding and information governance requirements.

This job description is a non-contractual document and may be changed at any time by CFAB. All employees are expected to be flexible over the tasks/duties and responsibilities of their roles in order to meet the needs of both of CFAB and our service users/partners.

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WHY WORK FOR CFAB

Every role at CFAB helps transform the lives of children and families separated by international borders. Whether you're raising vital funds, supporting children through complex international social work, influencing policy or enabling our services to grow, you'll play a direct role in helping children remain connected, protected and supported.

As a small charity with a global reach, you'll have the opportunity to make a visible impact, work collaboratively across teams and contribute to shaping the future of our organisation. Our values of professionalism, impartiality and respect underpin everything we do, creating a supportive and inclusive culture where everyone can thrive.

STAFF BENEFITS

We value our people and are committed to supporting your wellbeing, development and work-life balance. As part of the CFAB team, you'll benefit from our comprehensive benefits package, including:

- 26 days annual leave, plus 2 personal days each year (pro-rata)
- 5% employer pension contribution
- Employee Assistance Programme (EAP), including access to:
  - Private GP appointments
  - Mental health support
  - Retail and leisure discounts
- Flexible and hybrid working
- Time Off in Lieu (TOIL) policy for overtime
- 7 hours of volunteering leave each year
- Generous training and development allowance
- Long Service Awards
- Employee Recognition Awards
- Working from Home Equipment Fund
- Eye Care Scheme
- Regular staff social events

At CFAB, **Equality, Diversity and Inclusion is at the heart of everything we do**. As a cross-border, cross-culture children's charity, we believe that diverse perspectives make us stronger. **We're committed to creating a workplace where everyone is treated with respect, has equal opportunity to thrive and feels able to bring their whole self to work.**

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READY TO APPLY?

If you're excited by the opportunity to join CFAB, we'd love to hear from you. Below you'll find the key details about the role and information on how to apply.

Key information:

Reporting to: CEO

Start date: As soon as possible

Hours: Part-time or Full-time applications will be considered (24 - 35 hours/week)

Salary: £60,000 (depending on experience and inclusive of London weighting)

Flexibility: Hybrid working with 40% FTE in the office (Vauxhall)

Contract: Permanent

How to apply:

If you'd like to apply, we'd love to hear from you! Please email **jobs@cfab.org.uk** with your CV and a cover letter outlining how you meet the person specification criteria and whether you would do so on full-time or part-time hours **by 5.00pm on Friday 4th December 2026**.

We are committed to creating a diverse and inclusive workplace and particularly welcome applications from people with a wide range of backgrounds, experiences and perspectives, including (but not limited to) people with family overseas, people raised by non-biological parents, people from ethnic minority communities and people with health conditions or impairments. We believe diverse teams make better decisions and strengthen our ability to support children and families across borders.

CFAB is proud to be a member of the Experts by Experience Employment Network (EBE), which aims to increase the representation of people with lived experience across the charitable sector. **We encourage applicants to make use of the guidance and resources available through the EBE network (www.ebeemployment.org.uk) when preparing their application.**

We expect to hold first round interviews during the week commencing 15 December 2026. Second round interviews will take place on 21 December, subject to availability.

TO APPLY CLICK HERE

We look forward to receiving your application and learning more about what you could bring to the CFAB team.

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