

Children's Services Coordinator

Honeypot Dalleagles, New Cumnock, East Ayrshire

Reports to: Operations Manager

Salary: £18,200 (pro rata to hours £14 per hour)

Hours: Part time 25 hours a week (flexibility required)



Job Purpose

The Children's Services Coordinator plays a key role in making Honeypot Scotland's services happen.

Working closely with the Operations Manager, you will coordinate the planning and organisation of respite breaks, wellbeing programmes, and outreach services, ensuring everything runs smoothly from start to finish.

You'll manage referrals, logistics, and communication, helping to create safe, positive experiences for the children and families we support. This role sits at the centre of the service, bringing together people, information, and processes to enable consistent, high-quality delivery.

Key Responsibilities

1. Service Coordination & Delivery

- Coordinate the day-to-day planning and organisation of respite breaks, wellbeing programmes, and outreach services
- Manage referrals, bookings, and allocations, ensuring each child is placed appropriately
- Liaise with families and referrers to confirm arrangements and key information
- Prepare and share all required documentation, including consent forms and pre-break information
- Plan transport logistics, including routes and timings
- Respond to changes or challenges to keep services running smoothly

2. Data Management & Reporting

- Maintain accurate, secure, and up-to-date service records using digital systems
- Ensure all information is managed in line with safeguarding, GDPR, and organisational requirements
- Take ownership of data accuracy and consistency
- Collate feedback and service data to support learning and improvement
- Produce reports to support operational planning and oversight

3. Stakeholder & Family Engagement

- Be a consistent and reliable point of contact for families, referrers, and partners
- Build positive, professional relationships and communicate clearly and sensitively
- Support families through the referral and onboarding process
- Help ensure every interaction reflects a welcoming and supportive experience

4. Operational & Site Support

- Support the preparation of the site so it is ready, welcoming, and well organised
- Maintain office systems, resources, and materials needed for delivery
- Coordinate routine communications, mailings, and feedback processes
- Support visits from families, partners, and supporters

5. Health, Safety & Compliance

- Support safeguarding, health & safety, and risk management processes
- Maintain clear and accurate records for incidents and compliance activity
- Assist with monitoring key systems such as vehicles, equipment, and first aid
- Ensure processes are followed consistently and safely

6. Team & Service Support

- Work closely with the Operations Manager and delivery teams to support services
- Provide practical and administrative support to colleagues
- Contribute to team meetings and continuous improvement
- Step in to support colleagues where needed

Person Specification

Essential

- Experience in administration or coordination (ideally within children's services or similar)
- Strong organisational skills and ability to manage competing priorities
- Excellent attention to detail
- Confident communicator with strong relationship-building skills
- Strong IT skills, including Microsoft Office and databases
- Ability to work independently and adapt to change
- Understanding of confidentiality, safeguarding, and data protection
- Own Transport (Full driving licence or license appropriate to form of vehicle)

Desirable

- Experience in a charity, education, or care setting
- Knowledge of safeguarding and child protection
- Experience coordinating services or logistics
- Full driving licence

Additional Information

- Enhanced DBS required
- Flexibility including occasional evenings/weekends
- Ability to travel independently is essential

Please complete and submit the application form on our website