

Parent Programme Officer

The Race Equality Foundation is a national charity working to tackle racism and racial inequality and positively transform the lives of Black, Asian and ethnically minoritised communities. We are led by Black, Asian and ethnically minoritised people and combine evidence, policy and practice to influence systems and improve services.

Our work includes the evidence-informed Strengthening Families, Strengthening Communities (SFSC) parenting programme, research and policy projects, and partnerships with voluntary, community, statutory and academic organisations.

The Foundation has worked with the London Borough of Barking and Dagenham over a number of years to establish SFSC as a successful local delivery model. During 2026-27, we will coordinate and support six SFSC programmes for parents of babies and pre-school children, while strengthening the skills, confidence and infrastructure of local facilitators and delivery partners.

Job description

The Parent Programme Officer will coordinate, support and contribute to the delivery of SFSC programmes across Barking and Dagenham. The postholder will ensure that programmes are well planned, appropriately resourced, properly administered and delivered safely and to a high standard.

A central part of the role will be working alongside local facilitators, Family Hubs, voluntary and community organisations and the LBBD Parenting Coordinator. The postholder will support new and less experienced facilitators to build their confidence and skills, and will sometimes co-deliver programmes to model good practice and provide additional delivery capacity.

This post focuses on the SFSC delivery, quality assurance and local capacity-building element of the Barking and Dagenham work programme. It does not include responsibility for the separate Parent/Community Leaders workstream.

Programme planning and coordination

- Coordinate the planning and delivery of SFSC programmes across Barking and Dagenham.
- Work with Foundation colleagues, LBBD and local partners to agree programme dates, locations, target groups and referral priorities.
- Identify and coordinate appropriate facilitators for each programme, including matching experienced and developing facilitators where possible.

- Coordinate venues, childcare, refreshments, manuals, programme materials, certificates and other practical delivery requirements.
- Maintain an overview of programme progress and address or escalate practical, staffing and delivery issues promptly.
- Support local organisations and facilitators to take increasing responsibility for programme planning and coordination where they are ready to do so.

Parent recruitment, engagement and retention

- Work with Family Hubs, local services, health partners, voluntary, community and faith organisations and other referral routes to promote programmes and generate appropriate referrals.
- Support local facilitators and partner organisations to recruit parents and explain the purpose and expectations of the programme.
- Communicate with prospective and enrolled parents, providing clear and accessible information about the programme and practical arrangements.
- Help identify and address barriers to participation, attendance and completion, particularly for parents who may feel less well served by mainstream provision.

Programme delivery

- Co-facilitate SFSC programmes where required, particularly to support new or less experienced facilitators.
- Model effective facilitation, inclusive groupwork and appropriate use of the SFSC curriculum.
- Support facilitators to prepare sessions, use programme materials and respond appropriately to issues arising within groups.
- Provide agreed delivery cover where necessary to maintain programme continuity.
- Ensure programmes are culturally responsive, accessible and delivered with fidelity to the SFSC model.

Facilitator support and local capacity building

- Develop relationships with SFSC-trained facilitators and delivery partners across the borough.
- Support facilitators to reflect on their practice, identify development needs and build confidence in leading programme sessions.
- Provide practical advice and guidance on programme planning, parent engagement, group management and use of the curriculum.
- Contribute to termly peer-support sessions and other opportunities for facilitators to share learning and strengthen practice.
- Support facilitators and local organisations to understand the operational, safeguarding and quality requirements of SFSC delivery.
- Identify when additional supervision, quality assurance or specialist support is needed and refer this through the agreed Foundation arrangements.

Programme administration, monitoring and evaluation

- Ensure that registration forms, attendance records, consent documentation, evaluation forms and other required paperwork are completed accurately and returned promptly.
- Maintain secure and accurate participant and programme records using the Foundation's agreed CRM and other systems.
- Coordinate the distribution and collection of programme materials, manuals, certificates and evaluation paperwork.
- Monitor referrals, enrolment, attendance, completion and other agreed programme outputs.
- Collate parent and facilitator feedback and contribute to the review of programme delivery and local learning.
- Provide accurate information for quarterly monitoring, contract reporting and the end-of-year review.

Quality assurance and safeguarding

- Support the organisation of quality assurance observations for each programme.
- Work within the Foundation's safeguarding policy and procedures and ensure facilitators understand the relevant reporting routes.
- Respond appropriately to safeguarding concerns and report or escalate them without delay in accordance with Foundation procedures.
- Help ensure that venues, childcare and other programme arrangements are safe, suitable and inclusive.
- Identify risks to programme quality, participant welfare or successful delivery and raise these promptly with the line manager.
- Maintain appropriate boundaries, confidentiality and data protection standards in all work with parents and partners.

Partnership working and communication

- Work closely with the LBBB Parenting Coordinator and relevant Start for Life and Family Hubs colleagues.
- Develop effective relationships with facilitators, referral agencies, community organisations, health partners and other local stakeholders.
- Attend operational meetings and provide clear updates on recruitment, programme planning, delivery and emerging issues.
- Represent the Foundation professionally and promote an accurate understanding of SFSC and its delivery requirements.

Other duties

- Attend relevant Foundation staff meetings, supervision, training and development activities.
- Provide information and updates requested by the line manager and contribute to wider SFSC team planning.
- Work collaboratively with colleagues and sessional facilitators across the Foundation.

- Promote and uphold the Foundation's commitment to race equity, anti-racist practice, safeguarding and equal opportunities.
- Undertake other duties appropriate to the level and purpose of the post, as reasonably required.

Staff for whom responsible

None.

Line manager

Programme Manager.

Range of contacts

The postholder will work with SFSC staff and facilitators, parents and carers, the LBBD Parenting Coordinator, Family Hubs and Start for Life colleagues, voluntary and community organisations, health and early years partners, referral agencies and other Foundation staff.

Physical conditions

There are no specific physical conditions associated with this post. Reasonable adjustments will be considered in line with the Equality Act 2010.

Travel and hours of work

The post is part-time, working 14 hours (two days) per week. The role requires regular work in Barking and Dagenham, including attendance at programme venues and partner meetings, as well as attendance at the Foundation's London office when required. Because SFSC programmes and engagement activity may take place outside standard office hours, some evening work may be required. Any additional hours and time off in lieu must be agreed and managed in accordance with Foundation policy.

Provision of training and development

The postholder will receive an induction and access to relevant training, supervision and professional development. Training will be provided in any unfamiliar systems or software required for the role.

Person specification

Experience and qualifications

Essential

- Experience of working with Black, Asian and ethnically minoritised parents and families.
- Trained and experienced as a facilitator of Strengthening Families, Strengthening Communities.
- Experience of delivering parenting programmes or structured groupwork with parents.
- Experience of coordinating programmes or courses, including participant recruitment, practical arrangements and administration.
- Experience of direct work with children and families or within family, early years, community or related services.

Desirable

- Experience of delivering SFSC for parents of babies or pre-school children.
- Experience of supporting or working alongside facilitators, practitioners or volunteers with different levels of experience.
- Experience of working with Family Hubs, Start for Life services, local authorities or voluntary and community organisations.
- Experience of managing or coordinating a project or defined workstream.
- Experience of using customer relationship management systems or other monitoring databases.

Skills, knowledge and abilities

Essential

- Strong facilitation and groupwork skills, with the ability to model inclusive and effective practice.
- Good organisational and planning skills.
- Ability to build relationships with parents, facilitators and professionals from a range of backgrounds.
- Ability to support less experienced facilitators in a respectful and developmental way.
- Understanding of the practical requirements of community-based parenting programme delivery, including recruitment, retention, venues, childcare, refreshments and paperwork.
- Knowledge of safeguarding responsibilities when working with parents, children and families.
- Ability to maintain accurate records, collate monitoring information and contribute to clear written reports.
- Good digital literacy, including word processing, spreadsheets, online meetings and other systems.
- Clear written and verbal communication skills.
- Ability to work independently, exercise sound judgement and know when to seek advice or escalate concerns.
- Understanding of race inequality and commitment to anti-racist practice.

Desirable

- Knowledge of early years, Best Start for Life or Family Hubs services.
- Ability to analyse information and identify practical learning for service improvement.

Other criteria

Essential

- Ability and willingness to travel within Barking and Dagenham and to the Foundation's London office when required.
- Ability to work flexibly to meet programme delivery requirements.
- Good administrative skills and attention to detail.
- Willingness to develop and learn new skills.
- Commitment to safeguarding, confidentiality, data protection and equal opportunities.
- Eligibility to work in the UK.

Pay and conditions of service

Hours	14 hours per week (two days).
Salary	£33,372 - £36 087 f/t £13,249 - £14,435 for two days per week
Contract	Fixed term to 31st March 2026
Location	Hybrid working, with regular delivery and partnership work in Barking and Dagenham and attendance at the Foundation's London office as required.
Probation	Three months, subject to the terms of the employment contract.
Notice	One month on either side, subject to the terms of the employment contract.
Working pattern	14 hours per week over two days (ideally between Weds and Fri) to be agreed with manager
Annual leave	25 days per year for full-time staff, rising with service, plus bank holidays. Entitlement is pro rated for part-time staff.
Pension and other benefits	Above statutory requirement employer pension contribution, employee assistance scheme. workplace loans and other generous benefits
DBS	The post involves work with parents and families and will be subject to an enhanced Disclosure and Barring Service check.
Right to work	Appointment is subject to evidence of eligibility to work in the UK.

Closing date: Friday 21 August 2026 at 12 noon

Interview date: Wednesday 26th August 2026