

Job Description for hatch Service Delivery Lead

Job Title	hatch Service Delivery Lead
Reports to	Service Manager
Salary	Band C (£24,272 - £30,748)
Location	Birkenhead, Wirral
Contract Type/hours	Full time Monday - Thursday 10:15 - 6:15 Friday 9:00 - 3:00

About hatch

hatch is a community-led organisation passionate about creating meaningful change for vulnerable and disadvantaged young people across the Wirral. Since our formation in 2014, we support over 1,000 young people annually through bespoke programmes tailored to meet individual needs in an approachable, accessible and aspirational way.

Our hatch service focuses on the emotional wellbeing of young people aged 8–16 through 1:1 mentoring, using strategies to manage anxiety, low mood and depression. Beyond mentoring, hatch offers a wide range of services including youth clubs, summer activities, parenting workshops, and holiday programmes. Everything we do is underpinned by a commitment to building confidence, resilience, communication and teamwork in the young people we serve.

We work in close partnership with the Local Authority, CAMHS, schools, and a range of third sector organisations to ensure our support is high-quality, inclusive, and responsive to the changing needs of the local community.

About the role

We are looking for a passionate and proactive Service Delivery Lead to join our hatch team, who will play a central role in ensuring the smooth, safe, and inspiring delivery of hatch's programmes and mentor experience. This is an exciting opportunity to help shape and drive the mentor journey while developing engaging activities, events, and programmes that create meaningful experiences for young people and the wider hatch community. They will support the smooth day-to-day running of hatch and help ensure the high-quality delivery of programmes and services for young people and families.

This varied role involves coordinating daily operations, management of mentors, overseeing referrals and safeguarding processes, and liaising with families, partners, and external agencies. As a key point of contact, they will help create a welcoming, safe, and well-organised environment for everyone accessing hatch.

The successful candidate will be a confident multitasker with strong organisational and communication skills, excellent attention to detail, and confidence using ICT systems. You will be able to manage a busy workload, work collaboratively within a team, and demonstrate a genuine passion for supporting young people and communities.



Job Description for hatch Service Delivery Lead

Mentor Coordination, Recruitment & Development

Through strong communication, organisation, and relationship-building skills, you will drive the delivery of a positive, engaging, and well-supported mentor experience.

Responsibilities include:

- Lead the recruitment, onboarding, engagement, and ongoing support of the mentor network, ensuring a high-quality and consistent mentor experience across the programme.
- Manage mentor operations and compliance processes, including profile administration, DBS coordination, data tracking, and maintenance of accurate programme records.
- Develop and maintained mentor communications, engagement initiatives, and alumni mentoring opportunities to strengthen long-term participation and community building.
- Coordinate and deliver mentor-focused events, senior mentor meetings, and development opportunities, supporting mentor training and continuous professional growth.
- Collaborate with senior leadership to support the development and implementation of the mentor recruitment strategy, programme resources, and the wider vision for mentor experience and programme growth.

Activities, Events & Programme Delivery

The Service Delivery Lead will play a key role in shaping and delivering a dynamic programme of activities, events, and experiences for young people, families, mentors, professionals, and the wider hatch community, strengthening connection and participation across hatch.

You will oversee the day-to-day delivery of hatch programmes, ensuring activity schedules are well organised, well resourced, and responsive to the needs of young people across both term-time and holiday provision, while maintaining high-quality, meaningful experiences throughout.

Responsibilities include:

- Plan and deliver a diverse programme of events and activities for professionals, parents, young people, and the wider community, strengthening engagement and community participation.
 - Coordinate and manage annual fundraising initiatives and community events, supporting organisational visibility, relationship-building, and programme sustainability.
 - Oversee programme scheduling and operational delivery, including management of timetables, activity planning, holiday programmes, and engagement initiatives.
 - Monitor attendance, participation, and engagement data across youth, wellbeing, and community programmes to support effective programme delivery and reporting.
 - Support the delivery and continuous operation of core organisational programmes and frontline services, ensuring responsive support for participants and community stakeholders.
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Job Description for hatch Service Delivery Lead

Culture & Safeguarding

The Service Delivery Lead will help create a warm, welcoming, and well-organised environment for all young people, families, visitors, and staff. You will contribute to maintaining a space that reflects hatch's values and supports positive experiences for everyone accessing the service.

Responsibilities include:

- Act as Deputy Designated Safeguarding Lead (DDSL), supporting safeguarding processes, referrals, and partnership coordination with parents, carers, partner organisations, and external stakeholders to ensure the safe and effective delivery of programmes in line with organisational policies and best practice.
- Oversee DBS processes for mentors and staff, while supporting operational administration including diary management, communications, shared systems, and programme logistics.
- Monitor and support data collection, tracking, and reporting processes to ensure effective programme coordination and compliance across activities and funded programmes.
- Lead front-facing engagement and communications activity by welcoming young people, families, and visitors, managing social media and marketing content, promoting services and volunteering opportunities, and maintaining strong stakeholder relationships.

General

- Attend relevant training and professional development opportunities
- Carry out any additional duties appropriate to the role

What We Offer

- A supportive, values-driven work environment.
- Ongoing mentoring, training and professional development.
- The chance to be part of a growing organisation making a real difference to young lives on the Wirral.
- Generous holiday allowance (30 days).



Safeguarding Statement

hatch CIC is committed to safeguarding and promoting the welfare of children and young people. All appointments are subject to an enhanced Disclosure and Barring Service (DBS) check and the receipt of satisfactory references in line with safer recruitment procedures.

Interested?

We'd love to hear from you. For more information or to arrange a visit to the centre, please contact us on 07518 330 949 or email: hannah@hatchmerseyside.co.uk.

Visit our websites:

-  www.hatchmerseyside.co.uk
-  www.utopiaschools.co.uk

