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14 May 2025

Dear Applicant,

Thank you for your interest in the post of **Head of RSE, Wellbeing, and Safeguarding**

In this pack you will find:

- Job Description
- Person Specification

On our website at metrocharity.org.uk/jobs you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that **CVs will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

Your completed application form should be sent to arrive no later than **9:00am on Wednesday 28 May 2025** by email to recruitment@metrocharity.org.uk. Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. Please also complete the Equality and Diversity monitoring form which can be found on our website at the link above.

Interviews, held in our Woolwich office, will be held between the 26th and 31st May 2025.

For further information regarding this post please contact **Alessandro Ceccarelli, Director of Services** on **020 8305 5000** or by email alessandro.ceccarelli@metrocharity.org.uk

We look forward to hearing from you.

Best wishes

Tony Wong, CEO

METRO Woolwich
Equality Community Hub
1st Floor Equitable House
7 General Gordon Square
London
SE18 6FH

METRO New Cross
15 Amersham Vale
London
SE14 6LE

METRO Lambeth
78 Fitzalan Street
Lambeth
London
SE11 6QU

METRO GAD
The Forum at Greenwich
Trafalgar Road
London
SE10 9EQ

METRO Gillingham
Parkwood Health Centre
Long Catlis Road
Gillingham
Kent
ME8 9PR

METRO Hertfordshire
Stevenage Clinic
Southgate Health Centre
Stevenage
Hertfordshire
SG1 1HB

Job description

Key details

Job title	Head of RSE, Wellbeing, and Safeguarding
Employment status	Part-time (28 hours, 0.8 FTE)
Duration	Fixed-Term Contract (30 March 2026), with possibility of extension
Salary/Wage	£42,349.60 pa (full-time equivalent £52,937 pa)
Hours	28 hours a week (0.8 FTE), Monday – Friday with some occasional evening and weekend working
Line manager	Director of Services
Coordinated by	Director of Services
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main location of work is METRO New Cross, METRO Woolwich, with occasional working in other METRO's offices.

Job outline

The post holder is responsible for delivering and developing all METRO's mental health and youth services, and some of our community projects. They will provide strategic leadership for METRO's work in the mental health and youth domains, line managing a team of managers. They will be responsible for the financial direction and strategic growth of the mental health and youth domains, overseeing and developing new programmes for the charity – particularly in the area of training and education, including Relationships, Sexuality, Health and Sex Education (RSE or RSHE). They will ensure our services are delivered to a high standard and are co-produced with people with lived experience of mental health and young people.

Importantly, they will also be the charity's Designated Safeguarding Lead (DSL), to advise and support the charity's approach and plan for safeguarding, as well as providing direct safeguarding support to both frontline and managerial staff.

Programme

METRO runs a variety of mental health and youth services across London and the Southeast. These include our young people's group work, short-term mentoring for those with specific behavioural needs, and adult mentoring and parenting support services in partnerships such as Young Greenwich. We deliver LGBTQ+ youth groups and an LGBTQ+ schools education programme. Our mental health work includes LGBTQ+ and HIV counselling services for adults and children. Many of these services are delivered in partnerships such as the SASH partners consisting of Turning Point, London Friend and Naz.

This role will also oversee some of our community services, including some projects under METRO GAD (formerly Greenwich Association of Disabled People), Equalities and Hate Crime, Disability and Welfare Rights work.

Main tasks

1. Provide support to the team to deliver services effectively, particularly using structured programme and project management frameworks and skills (e.g., Agile methodologies; Scrum; Kanban; PRINCE2; MSP - Managing Successful Programmes).
2. Provide strategic leadership and management of all METRO's Relationships, Sexuality, Sex Education and Health Education (RSE or RSHE) activities and projects.
3. Source funding opportunities, and grow and diversify METRO's integrated mental health and youth services by submitting statutory and non-statutory funding opportunities. This includes exploring funding options and growth opportunities for RSE training and resources.
4. Provide strategic leadership and management of all METRO's mental health, youth, disability, welfare rights, equalities and hate crime services to deliver and develop quality, inclusive services with tangible outcomes for service users and the broader community.
5. Ensure the planning, delivery, reporting and evaluation of services mentioned above.

6. Develop and deliver METRO's mental health, youth, disability, welfare rights, equalities and hate crime work with communities most at risk and integrate these services with all other service domains across the charity.
7. Build and maintain relationships with external stakeholders, including community youth services and partners, health and social care professionals, commissioners, local strategic commissioning groups, GPs, local authorities, other relevant charities, including LGBT charities, NHS Trusts and service users.
8. Ensure service user participation in the development of all services mentioned above through research, service user involvement and feedback methods.
9. Raise and maintain the quality of all METRO mental health services through all relevant standards, guidance and accreditations, including the [National Service Framework for Mental Health](#), [British Association for Counselling & Psychotherapy](#), [UK Council for Psychotherapy](#), [National Youth Association](#), National Institute of Clinical Excellence guidance and other relevant guidance and legislation.
10. Be responsible and accountable for safe practice and safeguarding across all of METRO's services, in line with METRO's Safeguarding policies.
11. As Designated Safeguarding Lead (DSL) for the charity, advise and support the senior team in developing and establishing safeguarding training, procedures and reporting across the charity, including chairing the Safeguarding Steering Group. Oversee safeguarding supervision for frontline staff and managers.
12. Oversee the recruitment of volunteers, including counsellors, mental health advice and advocacy, and youth group volunteers, ensuring that they understand the needs of service users. This will include managing the development of job descriptions, advertising, and the selection process in conjunction with service managers.
13. Support the Counselling Services Managers to liaise with training organisations providing BACP accredited & UKCP registered courses to promote the services offered by METRO and encourage application for clinical placements by appropriate counselling and psychotherapy trainees.
14. Develop and deliver innovative models of mental health and youth work in line with market trends and using current technologies, including the use of hybrid

models of working such as physical face-to-face as well as video and telephone counselling, and groupwork.

15. Ensure confidentiality of data, particularly when dispatching data to external agencies, and have an awareness/understanding of data protection issues, in line with METRO's Information Governance Policies and Procedures.
16. Act as a resource and in-house trainer for mental health and youth issues. Help identify needs and provide support, information and advice to participating services/ health care providers, by coordinating and signposting.
17. Work closely with our Communications Team and the Head of Insight, to develop effective communication routes and tools with services users, providers and commissioners of services and the public, including reports, briefings, web and social media content and more traditional media.
18. Actively work with partners to co-deliver programmes that complement strengths and manage relationships.
19. Act as a spokesperson on mental health and youth matters for the organisation, including traditional media and speaking opportunities.
20. Lead the Mental Health and Youth Domain Working Groups which have the responsibility to drive forward and monitor the strategic aims, objectives and specific activities within the mental health and youth domains.
21. Chair and lead the mental health and youth domains staff team meetings.
22. Work evenings and weekends as required and provide occasional office cover, to welcome service users, answer general enquiries, field telephone calls, etc.
23. Be part of the SMT (Senior Management Team), contributing to collective leadership, strategic planning, and organisational decision-making.

Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.

3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
Degree level qualification in education, health, social work or other relevant degree, or comparable experience		Essential	Application/ Interview
At least three years' experience of working in the voluntary sector, in a managerial role, preferably at "Head of" level.		Essential	Application/ Interview
At least one year's experience working in the mental health and wellbeing field		Essential	Application/ Interview
At least one year's experience in young people's services		Essential	Application/ Interview
An understanding of guidance on relationships education, relationships and sex education (RSE) and health education.		Essential	Application/ Interview
An understanding of delivery of training and education resources under the relationships education, relationships and sex education (RSE) and health education.		Essential	Application/ Interview
An understanding of the issues facing young LGBTQ+ communities		Essential	Application/ Interview
Formal qualifications or formal training in		Essential	Application/ Interview

programme management methodology, such as PRINCE2, Agile, Kanban or Scrum.			
Experience of contract/service management in relation to contract and KPI compliance, budgeting, action plans, communication plans and working to deadlines.		Essential	Application/Interview
Experience of conducting risk and monitoring ongoing risks to service provision		Essential	Application/Interview
	Able to design and implement recovery plans identifying shortfalls in service delivery	Essential	Application/Interview
Experience of setting up a new service, including bid writing, project planning, budgeting and recruitment		Essential	Application/Interview
Experience of managing individual staff, teams and personal development plans		Essential	Application/Interview
	Able to communicate at multiple levels within an organisation (with staff, managers, senior managers and Board members) and manage the complexities and conflicts that arise	Essential	Application/Interview
	Excellent communication skills, presentation and negotiation skills both with service users, multi-agency colleagues, and proven experience of networking with professionals	Essential	Application/Interview

An in-depth understanding of lesbian, gay, bi-sexual and transgender issues as well as an awareness of issues for those questioning their sexual orientation and gender.		Essential	Application/ Interview
Experience of representing an organisation externally at meetings, conferences and public meeting		Essential	Application/ Interview
Experience of bid writing and sourcing funding opportunities (statutory and/or Trust)		Essential	Application/ Interview
Knowledge of the national policy contexts and current issues for young people's health and wellbeing, and adults and children experiencing mental health issues		Desirable	Application/ Interview
Knowledge of Adult and Children's safeguarding and child protection from strategic and delivery perspectives, ideally comparable to Safeguarding Level 3 NHS training.		Essential	Application/ Interview
Experience of delivering, implementing and evaluating training		Desirable	Application/ Interview
	Ability to manage and oversee databases and the ability to recommend improvements to the system.	Desirable	Application/ Interview
	Ability to implement and modify practice based on relevant research, evaluation and evidence, and basic understanding of range of research methods	Essential	Application/ Interview

	Confident with I.T. including the ability to use MS packages	Essential	Application/ Interview
Experience involving and engaging service users in the design, delivery and evaluation of services		Essential	Application/ Interview