

HEALTH AND WELLBEING SERVICE MANAGER

APPLICANT INFORMATION PACK

September 2025



WELCOME

Dear Applicant,

Thank you for your interest in the position of Health and Wellbeing Service Manager. On the following pages you will find more information about Switchboard, the role, and how to apply.

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PROUD SINCE '75

Who Are We?

Brighton & Hove LGBT Switchboard is a by-and-for LGBTQ+ charity that has been supporting communities across Sussex since 1975. We provide vital services including our BOLD project for older people, those experiencing bereavement, loneliness, or living with dementia; specialist domestic abuse support; social prescribing tailored to LGBTQ+ needs; and health inequalities programmes that advocate for inclusive care. We also run peer support groups, training and consultancy, and engagement projects to ensure LGBTQ+ voices are heard in shaping services. Rooted in community, we amplify, connect, and support over 5,000 people each year, working towards a society where all LGBTQ+ people can thrive.

Our Vision

is an inclusive and diverse society in which all LGBTQ+ people can realise their own unique potential.

Our Mission

as a charity run by and for LGBTQ+ people, is to work to understand and respond to the needs of all LGBTQ+ communities in Sussex. We do this by listening, informing, and developing.

THE ROLE

Reporting to: The Chief Executive Officer

Location: Brighton & Hove

Salary: £34,000–£38,000 (FTE) depending on experience

- Offered at 0.7 FTE (part-time, 26 hours per week): £23,800–£26,600 (pro-rata)

Contract: Permanent with flexible working offered.

Switchboard is seeking a passionate and skilled leader to oversee our Health and Wellbeing services, which include:

- BOLD (Bereavement, Older Persons, Loneliness and Dementia) service
- Social Prescribing service
- Health Inequalities programmes and advocacy work

The Health and Wellbeing Service Manager will ensure these services are effective, person-centred, and inclusive, with a strong emphasis on co-production and intersectionality. This role combines strategic leadership with day-to-day operational oversight, working closely with staff, volunteers, commissioners, and community partners.

Applications will be accepted up to 10th October 2025.

KEY RESPONSIBILITIES

Service Delivery

- Oversee the effective delivery of BOLD, Social Prescribing, and Health Inequalities services. Ensure - services are accessible, trauma-informed, and culturally competent.
- Use data and evaluation to monitor service outcomes and demonstrate impact
- Ensure compliance with quality standards and contractual obligations.

Team Leadership

- Line manage, supervise, and support service leads, staff, and volunteers.
- Conduct regular supervisions, appraisals, and reflective practice sessions.
- Foster a positive, accountable, and supportive team culture.

Partnerships and Advocacy

- Build strong relationships with health, social care, and voluntary sector partners.
- Represent Switchboard in local and regional health inequality forums and networks.
- Work with commissioners and funders to sustain and expand service delivery.

Safeguarding and Risk

- Act as a safeguarding lead within the services, ensuring policy and practice is embedded.
- Support staff in managing risk, safeguarding referrals, and case escalations.

Strategy and Development

- Contribute to Switchboard's strategic planning and organisational development.
- Identify opportunities for innovation, co-production, and growth in health and wellbeing services.
- Support fundraising bids and reporting related to the service areas.



PERSON SPECIFICATION

Essential

- Proven leadership and management experience within health, social care, or voluntary sector services.
- Strong understanding of health inequalities, particularly those affecting LGBTQ+ communities.
- Experience of managing and supporting staff and volunteers.
- Knowledge of safeguarding frameworks and risk management.
- Strong partnership-building and stakeholder engagement skills.
- Excellent communication, organisational, and problem-solving skills.
- Commitment to equality, diversity, and intersectional inclusion.
- Digital literacy, including Microsoft Office, email marketing (Mailchimp or similar), and case management systems.

Desirable

- Experience of service development or innovation in health and wellbeing.
- Knowledge of commissioning, monitoring, and evaluation requirements.
- Understanding of issues affecting older people, people experiencing bereavement, and people living with dementia.
- Experience developing and delivering training material around health and wellbeing.
- Experience of working with volunteers

OUR PROJECTS & SERVICES

Originally set up as a helpline in 1975, we've grown to deliver much more in response to needs we've identified.

This exciting new role will be supporting Switchboard to continue innovating, developing and delivering and developing services, by and for LGBTQ people in Sussex.

BOLD:
Bereavement,
Older Persons,
Loneliness,
Dementia
support

**Training &
Consultancy**

**Domestic
Abuse**

**Social
Prescribing**

**Engagement
& Research**

**Trans &
Non-Binary
Support**

**International
Rainbow
Inclusion service
in partnership
with
Conversation
Over Borders**

HOW TO APPLY



If you are interested in this role, we would love to hear from you!

Please email rob.sainsbury@switchboard.org.uk with a CV and cover letter of no more than 2 pages demonstrating how you meet the person specification.

Applications will be accepted up to 10th October 2025.

Interviews will be held shortly afterwards.

PLEASE NOTE:

We welcome applications from all backgrounds. We particularly encourage applications from Black and non-Black people of colour, trans and non-binary (TNBI) people, and from LGBTQ+ people with lived experience of the issues our services address.

All of our services operate from an explicitly trans inclusive standpoint. We believe trans people are who they say they are, non-binary identities are valid, and our services are focused on intersectional inclusion. Our service is for all genders and all LGBTQ sexual orientations. All employees and ambassadors of Switchboard are expected to represent these values in their work.

GDPR AND OUR APPLICATION PROCESS

DATA YOU SHARE WITH US

Any data that you share with us in your CV and supporting letter will be used for recruitment purposes only. We have a legitimate interest to some of this data in order to shortlist your suitability to the post.

WHO WILL SEE THE DATA

The only people viewing the data will be those receiving the application, those shortlisting for the post and those on the interview panel. Should you be offered the post, then the Administration Officer will then have access to your data to set up the HR systems that are required for the role.

WILL WE SHARE YOUR DATA?

Your data will not be shared outside of Switchboard. It maybe that an external stakeholder is invited to be on the interview panel and in this instance systems will be put in place to ensure that data does not leave Switchboard.

WHERE WE FIND CANDIDATE DATA

The only data that we would have about you is anything that you chose to share with us through your application form.

HOW WILL WE PROCESS YOUR DATA

Your data will be sent to us via email and will be kept on our shared drive for the purposes of shortlisting and, if shortlisted interview. Those shortlisting will have access to the shared drive and in the instance of an interview a copy of your CV and covering letter maybe printed in a hard copy for interviewers to look at. Any data that identifies you would be omitted from any hard copies printed and all copies would be destroyed after the interview process.

HOW LONG WILL WE KEEP YOUR DATA

All data will kept for one month after the shortlisting and interview process, after this time it will be destroyed. Should you be offered employment then this data may be transferred to your HR file.

YOUR RIGHTS

You have the right to be forgotten, to rectify or access the data we have about you, to restrict processing, to withdraw consent and to be kept informed about the processing of your data.

HOW WE PROTECT YOUR DATA

Our general privacy policy can be found <https://www.switchboard.org.uk/privacy-and-cookies/>