



Family Voice Surrey: Strategic Lead – Change (Change Manager)

Role Title: Change Manager (Strategic Lead – Change)

Contract: 1 year fixed-term (part-time, 25–30 hours a week, flexible by agreement) – starting October 2025, with potential to extend subject to funding

Salary: £40,000 pro rata (interim consultants also considered)

Location: Remote/home-based, with travel within Surrey as required for meetings and events

Reporting to: Chair of Trustees / Board of Trustees

Background

Family Voice Surrey (FVS) is a Surrey-wide, parent-led Charitable Incorporated Organisation (CIO) run by and for parent carers of children and young people with Special Educational Needs and Disabilities (SEND).

As Surrey’s official Parent Carer Forum, we are a membership organisation, accountable to the thousands of families who make up our community. Parent carers are experts by experience, and our role is to make sure their voices shape local services and decision-making.

We are recognised by the Department for Education and work in partnership with Surrey County Council, health providers, and other stakeholders. Our independence and accountability to members are central to our mission.

FVS has recently undergone a period of significant change, including staff redundancies and a review of our operating model. As we begin to recruit a new permanent team, we are

seeking a Change Manager to act as Strategic Lead for Change – supporting us through both the immediate transition phase and the longer stabilisation process.

Purpose of the Role

The Strategic Lead – Change will provide stability, continuity, and strategic leadership to FVS during this period of transition. The role combines the short-term tasks of transition planning, handover, and risk assessment with the longer-term responsibilities of organisational change management, governance strengthening, and stakeholder engagement.

This will ensure FVS continues to deliver its core purpose of amplifying parent carer voices while building the foundations for a stronger, more sustainable organisation.

Key Responsibilities

Transition Management (first 4–6 weeks)

- Work with outgoing and retained staff to capture current responsibilities, ongoing workstreams, and areas requiring handover.
- Develop a practical transition plan including handover notes, timelines, and allocation of responsibilities to retained staff.
- Produce a risk assessment with mitigations, agreed by the Board and shaped collaboratively with staff.
- Support Trustees in ensuring retained staff are confident in their roles and understand new lines of accountability.
- Provide the Board with a short initial report summarising risks, mitigations, and recommendations for sustaining participation work.

Change Management & Stabilisation (throughout the contract)

- Lead and manage the Forum through the transitional period post-restructure.
- Provide strategic direction while ensuring continuity of operations and responsiveness to members.
- Support Trustees in ensuring parent carers remain central to planning and decision-making.
- Identify and mitigate risks relating to staff turnover, morale, service continuity, and member engagement.
- Document and systematise processes to preserve organisational knowledge.

Organisational Oversight

- Support day-to-day decision-making alongside Trustees, ensuring accountability to FVS members.
- Ensure compliance with relevant legal, funding, safeguarding, and governance frameworks.
- Monitor budgets, funding agreements, and financial planning during the transition.

- Maintain high standards of safeguarding, confidentiality, equality, diversity, and inclusion.

Stakeholder Engagement

- Act as a key liaison between the Forum, Surrey County Council, NHS partners, schools, and the wider SEND community.
- Maintain and build trust with parent carers and partners through transparent communication.
- Promote and support co-production, ensuring parent carers are meaningfully involved in shaping services.
- Represent FVS at strategic meetings and events.
- Connect FVS with the National Network of Parent Carer Forums (NNPCF) and Contact, bringing in best practice and national insight.

Recruitment & Capacity Building

- Assist Trustees in planning and implementing recruitment of permanent staff.
- Support design of new roles, clear job descriptions, and induction processes.
- Mentor and support , staff, volunteers, and parent representatives.
- Strengthen governance capacity within the Trustee Board and newly established Steering Group where needed.

Reporting & Communication

- Provide regular updates to Trustees and funders.
- Maintain a clear transition roadmap with milestones.
- Communicate openly with members about changes to ensure transparency.
- Deliver a final handover and review report with recommendations for sustainability.

Person Specification

Essential

- Proven experience in leading change in voluntary, community, or SEND-related sectors.
- Strong understanding of governance, safeguarding, Parent Carer Forums, and co-production.
- Experience of project management, risk assessment, and organisational stabilisation.
- Strong communication, facilitation, and conflict resolution skills.
- Demonstrable experience of working collaboratively with Trustees, staff, parent carers, and the Local Authority (including building constructive partnerships and influencing practice).
- Knowledge of the challenges faced by parent carers and families with SEND.

Desirable

- Lived experience as a parent carer.
- Previous involvement in Parent Carer Forums or SEND co-production.
- Familiarity with local authority and NHS structures.

Key Deliverables

- Initial transition and stabilisation plan (within first 4 weeks).
- Comprehensive risk assessment with mitigations.
- Monthly progress and summary reports to Trustees.
- Recruitment and succession planning support.
- Active engagement with NNPCF and Contact, sharing learning with Trustees and staff .
- Final review and handover report with recommendations for the incoming team.

How to apply

Please email your CV and a cover letter (max 2 pages) explaining how your experience fits this role—and confirm your preferred working pattern—to Jobs@familyvoicesurrey.org

If you would like an informal discussion about this position please contact Sally Allen, Chair at sally.a@familyvoicesurrey.org.

Closing date: Friday 26 September 2025, 4pm. Early applications are encouraged; we may close the advert once sufficient applications have been received.