

Draft Job Profile

Service Manager

Grade: Reward Band 2 (Indicative)

Date Prepared: January 2018

About the Job

This role will lead operational services designed to secure good outcomes and impact for some of the most vulnerable residents of Gloucestershire. This role will be responsible for ensuring that work is undertaken to achieve the council's service outcomes for vulnerable children and young people. The post holder will lead a range of staff and teams as may be assigned at any one time, ensuring that they are able to respond and adapt to the strategic improvement agenda whilst achieving value for money, meeting community needs and securing high quality customer service. Service Managers within Children's Safeguarding and Care will be expected to lead a number of operational teams which may change over time.

The post holder, under the guidance of the Head of Service will lead a range of staff and through improvements, ensuring that they are able to respond whilst achieving value for money, meeting community needs and securing high quality service. A high degree of role flexibility and innovation will be expected.

This is what we need you to do...

- With the responsible service lead contribute to the improvement plan.
- Meet the council's leadership standards of behaviour and performance to develop and maintain a high performance culture.
- Create organisational and cultural conditions which foster excellent performance and innovation amongst staff and ensure that staff have the necessary skills and capacity, and maintain focus on succession planning.
- Ensure that the service takes full account of the relevant social work requirements that relate to safeguarding, children in care and children in need for young people.
- Apply their substantial knowledge and expertise to offer robust quality assurance for the service and especially managers' decision making.
- Ensure that strong customer focus is maintained throughout.
- Work collaboratively with partners, families and local communities to ensure a co-ordinated response to families with

- Demonstrate leadership through role modelling and championing of the council's wider values including equalities, value for money, sustainability and safety.

multiple problems

Special Conditions

- This position is subject to an enhanced Disclosure and Barring Service (DBS) check and you will be expected to have a current DBS check, if you are offered the position.
- The post involves travel throughout the County.
- The post will involve work out of normal office hours at times, including management cover for out of hours services.

Individual Assignments – Service Managers

These posts will be responsible for a range of operational developments and services for children and young people, with a focus on child protection, children in care and children in need. The post holders will be responsible for ensuring that the council's statutory responsibilities in respect of vulnerable children are carried out.

Service Managers will lead on operational delivery in the areas of children in need, child protection, children in care and children in care proceedings, ensuring compliance with national statutory legislation and guidance. They will ensure quality assurance frameworks are adhered to, and to assure themselves that they and their managers know the quality of the work they oversee, and continuously work to drive up standards. They will achieve results through effective performance management, encouraging and celebrating excellent performance and rigorously tackling poor performance.

Service Managers will be expected to have relevant specialist knowledge over at least one discipline/function applied over a significant period, and will apply this to their assigned Service Leader role. Service leaders will be responsible for strategic direction setting, leadership, line management and supervision of team managers across the teams in line with Council policies.

Service managers will ensure that risks are managed, including financial risks. This will be achieved by:

- Fostering a culture of ensuring that risk management processes are in place within their service areas with significant risks being identified and managed appropriately.
- Compliance with council policies and statutory regulations.
- Rigorous budget management.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Proven operational management experience in children's statutory services which have led to positive and improved outcomes/ provisions for young people and their families.
- Extensive experience of social care, particularly child protection and safeguarding.
- Leadership of operational teams which has secured excellent day to day operational practice.
- Effective involvement and partnership work with parents, children, young people and families and institutions to develop, change and improve service provision.

Knowledge, Skills and Understanding

- Demonstrable track record of management.
- Some political awareness and understanding/experience of working in a political environment.
- Ability to communicate, influence and negotiate at all levels of an organisation and in a partnership environment.
- Wide knowledge and understanding of Children's Services national

Behavioural attributes

- Personal credibility to provide leadership for professionals and other senior people within partner organisations.
- Able to cope and function effectively when working in a pressurised and rapidly changing environment.
- Emotionally resilient.
- Flexible, creative, self- starter, focused, able to understand how their approach impacts on others and can adapt it to suit different audiences and situations.
- Organised and able to meet tight deadlines.
- Able to respond to a changing pattern of demand at work which can be unpredictable and unplanned requiring constant shifts of priority providing direction to staff and partners.
- Create a learning environment to get the best from themselves, individuals and teams.
- Achieves corporate objectives by building on performance and team strengths, through strong relationships both inside and outside the organisation.

policies and the legislative framework affecting vulnerable children, young people and their families.

- Good knowledge of how to understand local needs and priorities of young people and their families and how the partner organisations need to respond.
- Specific knowledge and experience of operational working in within children's social care.
- Ability to intervene at operational level

Education & Qualifications Essential

- Appropriate professional Social Care qualification.