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| Job Title: | Child and Family Centre Manager |
| Service: | Children, Education and Families |
| Grade: | P2 |
| Reports to: | County Lead Service Manager  |

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| Job Purpose: |
| To lead the planning, management and delivery of an agreed Child & Family Centre service specification in line with national objectives, the Ofsted Framework for Children’s Centres and locally specified service needs, to meet the needs of families with children aged 0-19 with a specific focus on Early Years across a DistrictTo embed the Family Hubs model within Child and Family Centres.Provide direction and operational leadership for the delivery of comprehensive, integrated services across a number of Child & Family Centres, zones and via an outreach offer.Ensure effective management, supervision and development arrangements are in place for all of the Child & Family Centre staff team to ensure the delivery of high-quality services that meet locally identified needs.Provide leadership and management and be the district lead for the delivery of integrated services alongside key partners in response to the needs of local communities.To manage the budget for the Child and Family Centre offer at a District level.To actively encourage family participation in Children’s Centre and partner services.This role is key to ensuring the effective management of resources, particularly deployment of staff and working collaboratively with partners to maximise resources; this includes creating and maintain effective partnerships with a range of local organisations to ensure community needs are met.  |
| Principal Accountabilities: |
| **Child & Family Centre Leadership & Management**Lead, manage and take overall responsibility for the offer across the district in a way which:* Enables all staff (including volunteers) to work collaboratively to improve outcomes for children and families
* Ensures compliance with relevant legal requirements, statutory frameworks, regulations, centre policies and procedures and Ofsted procedures
* Ensures that assessed needs and targets are identified and met, within available resources
* Ensures that the day-to-day running of the building(s) runs smoothly and within agreed guidelines
* Takes overall responsibility for managing Health and Safety within Child & Family Centre buildings
* Ensures compliance and delivery of integrated and inclusive services as agreed within Partnership Agreements and Contracts
* To actively participate in senior management meetings and decision-making processes within the wider District , deputising as requested by the Service Manager or Head of Service.
* To represent the service on working groups and appropriate meetings within CCC and partner agencies as required or directed
* Ensure effective management, supervision and development arrangements are in place for all of the staff team to ensure the delivery of high-quality services
* Actively prioritise the workload of staff ensuring a rapid and effective response to the early identification of need
* To lead on the involvement of volunteers in service delivery, including recruitment and supervision
* To provide matrix management with the area Business Support Officer to the Business Support Assistants working within the service
* Support staff on a day-to-day basis particularly in relation to safeguarding concerns
* Where necessary ensure emergency cover is put in place for key worker responsibility for children and young people and their families in the event of a staff being temporarily unavailable

**Improving Service Delivery*** Analysing available data to ensure that resources are targeted to provide services to families in greatest need within the agreed service framework
* Develop an implementation plan at a District level that reflects both strategic priorities and local needs, working with partners to achieve the desired outcomes
* Embedding Family Hubs model and Start for Life ensuring a place based way of working, supporting families 0-19 years (25 for those with SEND)
* Ensure that families are signposted to other services or the online offer where appropriate
* Promote the work of the Child & Family Centre Offer and resources for families across the district
* Support, encourage and enable families who find it hard to engage or are vulnerable to access services
* Lead on the development of opportunities for extending the use of our buildings with other services both internally & externally
* Lead on the development of opportunities for delivery of Child & Family Centre services from partner sites

**Quality Assurance and Performance Management** * Complete and regularly update the self-assessment and quality framework processes as required by the Local Authority and Ofsted
* Monitor, evaluate and report on the effectiveness of the service delivery and interventions to children and families within the district. Act, where necessary, to improve performance and address gaps in provision. Work within established systems to ensure activity is recorded accurately and files are maintained
* Report on activities and interventions with families to provide evidence of effective service delivery, using the relevant IT system and other locally held data sources
* Prepare and present reports to senior managers, local governance boards and other relevant forums as required

**Policy and Planning** * Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice
* Assist the team to remain up to date and compliant

**Prevention and partnership*** Lead the development of effective partnership arrangements with health, voluntary sector, early years and other service providers in the district that enable an integrated partnership response to need

**Financial Management*** Effectively manage the buildings and resources for the Child & Family Centre offer
* Manage the staffing, travel and activity budgets for the Child & Family Centre offer in line with financial regulation
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| Job Knowledge, Skills & Experience: |

**Minimum levels of qualifications and experience required for this job**

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| Qualifications Required | Subject | Essential /desirable |
| Key Skill Level 4: Bachelor’s degree; HNC; HND NVQ level 4 or equivalent; including professional qualification or significant level of experience. | In a subject relevant to the role. | Essential |
| Relevant qualification at Level 5 or above.  | In a subject relevant to the role, for example Leadership and Management | Desirable |

**Minimum levels of knowledge, skills and experience required for this job**

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| Knowledge & understanding | Describe | Essential / desirable |
|  | Knowledge of relevant legislation Children Act 1989 and Childcare Act 2006 and their implications for practice  | Essential |
|  | Knowledge and understanding of child development both theoretical and practical and of the Early Years Foundation Stage | Essential |
|  | Knowledge and understanding of safeguarding and child protection  | Essential |
|  | Knowledge and understanding of managing and monitoring budgets and financial activity  | Essential |
|  | Knowledge of lone working procedures  | Essential |
|  | Local district knowledge of schools, private, voluntary and independent providers of early years and child care provision  | Desirable |

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| Skills | Describe | Essential /desirable |
|  | Proven ability to demonstrate effective leadership | Essential |
|  | Ability to establish effective working relationships with a wide range of agencies and individuals  | Essential |
|  | Able to travel locally across the District | Essential |
|  | Ability to lead and support staff through periods of change and restructuring  | Essential |
|  | Excellent communication skills with the ability to influence the actions of others and communicate information which may be complex and contentious. | Essential |
|  | Willingness and ability to occasionally work evening and /or weekends. | Essential |
|  | Commitment to anti oppressive and anti-discriminatory practice | Essential |
|  | Full knowledge of Word, Excel, social media and data entry on a case recording system | Desirable |

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| Experience | Describe | Essential / desirable |
|  | Experience of developing and managing effective partnerships across a range of early child hood service providers to achieve positive outcomes for children and families  | Essential |
|  | Experience of line managing and managing teams to lead a customer focussed service  | Essential |
|  | Experience managing projects and service development  | Essential |
|  | Experience of managing budgets effectively to deliver a service within available resources  | Essential |
|  | Experience and proven ability to present high quality written and oral reports and presentations  | Essential |
|  | Demonstrate an understanding of the safe working practices that apply to this role.  | Essential |
|  | Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.  | Essential |