

Service Manager Job Description

Salary grade: SM1

Hours: 37

Location: Northamptonshire

Reports to: Strategic Manager

Service area: Safeguarding and Children's Services

Overall purpose of the post

To direct, monitor and co-ordinate the work within a designated portfolio to provide the children's social care services. To provide the professional lead in either: Looked After Children's Services, Safeguarding, Children in Need services, Fostering and Adoption regulated services, Assessment services, Children with Disability Services. To develop an operational delivery plan for the portfolio, set targets and manage performance in order that services are continuously improved and Council objectives are met. To ensure that budgets and other resources are used in accordance with the Council's priorities and financial regulations, and that expenditure is accurately monitored and reported, and does not exceed budget.

Principal responsibilities

1. To lead a group of teams, developing a service plan for the Portfolio, and leading the production of team plans, in accordance with Trust objectives. Systematically reviewing progress against these plans to ensure a consistently high standard of service which is in accordance with Trust objectives
2. To manage, allocate and monitor budgets and contracts with providers in accordance with the Trust Constitution, financial regulations and relevant codes of practice, ensuring that services provided are based on principles of best value utilising a full range of potential providers
3. To take a lead role in developing effective partnership arrangements with partner organisations exploring and developing opportunities for the integration of services. This could be as directed through the LSCBN or CYPPB frameworks
4. To take a strategic role in ensuring the Trust safeguarding and other social care services respond to and meet all current and emerging local and national policy
5. To ensure the agreed safeguarding children's arrangements work effectively for all children and families within the portfolio and that staff receive and deliver training

6. To recruit, select, lead and motivate staff, appraise their work, effectively manage poor performance and ensure the preparation of staff development plans and workforce plans that will contribute to achieving a high standard of team performance.
7. To introduce and sustain a performance culture in the post holder's area of responsibility, taking account of national and local requirements and taking specific responsibility for performance targets for agreed indicators and effective complaints management
8. Proactively contribute to the work of the Safeguarding Board by ensuring active management participation at task and finish groups, panels and Safeguarding Board Sub Committees
9. To be responsible for managing change in response to the Government's Agenda for Social Care. This will involve ensuring the service is fit for purpose, and is supportive of a seamless provision of services to children
10. To ensure delivery of a self-improving service through robust and effective audit activity that will embed 'lessons learnt' across the portfolio
11. To provide direct advice to Councillors, Committees of the Council and Boards on all aspects of the work of the Trust that are the responsibility of the post holder, including in particular development of policy and practice in light of the changing statutory framework
12. To ensure the views, feelings and wishes of children, young people and their parents /carers are ascertained and used to appropriately inform the development and performance of services and are at the heart of service design and delivery
13. To participate in the on call duty rota
14. To demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs, promoting equality issues in every aspect of work with staff and users and to ensure that discriminatory practices are challenged
15. To ensure that access to services is promoted through the preparation and maintenance of information about services available, eligibility criteria, referral and assessment processes
16. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department
17. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

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Person Specification

Attributes	Essential Criteria	Desirable Criteria
Education and qualifications	<p>This post requires satisfactory clearance of a disclosure and barring service (formerly CRB) disclosure</p> <p>Qualified social worker, registered with the Social Work England with extensive post-qualifying experience of statutory social care practice and management.</p>	
Experience and knowledge	<p>Broad management experience over a range of professional social care roles with significant experience in managing functions in a number of specialisms, e.g. looked after children, regulated services, children in need</p> <p>Experience of the regulatory framework and delivery of positive inspection outcome outcomes</p> <p>Experience in developing a business strategy and implementing innovative operational plans to meet</p>	

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	<p>the vision and build new teams and services.</p> <p>Achievement and maintenance of financial information including achieving balance</p> <p>Experience in effective leadership and people management providing professional supervision, and develop team and individual plans.</p> <p>Workload management and leadership with other professionals, and ensure their access to professional supervision.</p> <p>Experience in strong working relationships with partners and stakeholders including health, police. Minimum of 2 years post-qualification experience in an appropriate discipline/ service.</p>	
<p>Ability and skills</p>	<p>A sound understanding and ability in relation to effective management practices, particularly as they relate to service planning and performance management and development of services and staff.</p> <p>Excellent influencing, negotiating, advocacy skills, including the ability to work with a wide range of stakeholders, including children, young people, parents and carers, in a multi-disciplinary and multi-agency context at all levels of the organisation</p>	

Attributes	Essential Criteria	Desirable Criteria
	<p>High level written communication skills and ability to tailor to a wide range of audiences</p> <p>Evidence of continuous professional development ICT skills, including for example the use of electronic case management systems, management of email and electronic calendars and use of Microsoft Office packages</p>	
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	