BURY METROPOLITAN BOROUGH COUNCIL

# JOB DESCRIPTION

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| Post Title: Service Manager |
| Department: Children & Young People | Establishment/Post No:  |
| Division/Section: Social Care | Post Grade: SM1 |
| Location: Borough Wide  | Post Hours: 37hrs per week (flexi-time scheme) |
| Special Conditions of Service: Some evening and weekend work will be requiredSenior Manager on call rotaFlexible Agile WorkingPolitically restricted |
| Purpose and Objectives of Post:To provide leadership, management and support to staff within the service area to achieve the most effective and efficient delivery of services. Work collaboratively across the Council, provide specialist advice regarding the development and implementation of operational organisational objectives providing information, support and challenge.Ensure the development, maintenance and monitoring of effective systems and information to support he delivery of key priorities and objectives.To contribute to the formulation of overall strategy for the whole of the Directorate setting policy and performance targets for service area(s).Ensure the Councils’s aims and objectives, vision and values are actively promoted and made a reality.To represent the Heads of Service as required.From time to time and as directed by the Executive Director to lead on projects requiring specialist knowledge. |
| Accountable to: Director of Social Care & Early Help |
| Immediately Responsible to: Head of Service |
| Immediately Responsible for: Team Managers, Staff Groups,  |
| Relationships: (Internal and External)Elected Members of the CouncilStrategic Directors and Senior Officers of the CouncilHead Teachers & School GovernorsChildren, young people, parents & carers and the wider communityRepresentatives from DfE, Ofsted and other National and regional OrganisationsOther local authorities, Police, Health Commissioners & Providers, academic institutions, other public bodiesPrivate, Voluntary, Community and Faith sector and statutory organisationsMembers of the General Public |
| Control of Resources:Management of service area(s) budgets Project budgets as requiredStationery, office & ICT equipmentLaptop, mobile phone |

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| Duties/Responsibilities: Leadership & Management* Operationally lead and manage assigned service area(s)
* Support the transformation and change management across the Directorate.
* Ensure effective management and monitoring of budget resources within responsible service area(s)
* Develop and deliver service development plans, ensuring alignment with the broader strategic aims of the Directorate and the Council.
* Ensure delivery of the overall vision, values and strategic objectives of the Directorate and the Council.
* Engage with and contribute to regional and national initiatives and groups that impact upon the work of the Directorate
* Support & foster the development of a positive, forward looking, outcome and customer focused Directorate.
* Advise and brief elected members, through formal and informal mechanisms, as required.

Service Quality & Development* Develop policy, procedures and guidance, in light of new legislation and regulatorary requirements and review/revise existing policies, relevant to the service area, and ensure implementation.
* To work with the strategic lead and other key staff to contribute effectively to the business and service development planning process, taking into account National and Regional initiatives.
* Operate and implement effective performance management frameworks to ensure services are delivered in an effective, efficient and ethical manner, including the identification of key performance indicators and the management of appropriate actions to address under performance and enhance positive outcomes.
* Investigate and act upon complaints and other feedback in accordance with policy & procedure.
* Support the management, development and implementation of new systems, processes, procedures and working practices within the Directorate.
* Lead and contribute to project and other working groups with the Directorate and Council.

Operational Management* Operationally lead and manage Team Managers across service areas.
* Undertake appraisal and performance management of Team Managers.
* Ensure appropriate CPD opportunities are available to staff, and that these contribute to the effective performance and development of the Directorate.
* Regularly review with the strategic lead staffing establishments and structures to ensure alignment with service requirements.
* Manage budgets within service areas, ensuring efficient and effective and controlled use of expenditure.
* Contribute to the commissioning of services.
* Support risk management mechanisms within the Directorate.
* Be accountable for assigned service areas, providing reports to Senior Officers and Elected Members as required.
* Responsible for initiating/investigating and presenting matters in connection with formal disciplinary or other procedures (e.g. greviance, capability, complaints).

Service Specific* Be responsible for the effective and efficient operational delivery of social work and other services to Children in Need, Children in Need of Protection, Cared for Children and Care Leavers, in accordance with statute and best practice.
* To operationally support the safeguarding of children and young people across all service areas and within the local partnership.
* Provide and co-ordinate appropriate support for children and young people under the care of the Council (Cared for Children), ensuring the promotion of their education and welfare.
* To provide and co-ordinate appropriate support for children and young people leaving the care of the council and transitioning into adulthood.
* Work effectively with the Local Safeguarding Children Board to promote and develop effective safeguarding protocols and approaches to children in public care.
* Provide professional and specialist advice with regards to safeguarding and child protection.
* Develop responsive and customer focussed services, ensuring the involvement of partners and stakeholders in the design of service offers.
* Ensure the safeguarding of children is embedded in all activities of the division.
* Represent the Assistant Director (Social Care & Safeguarding) and the Executive Director of Children, Young People & Culture as required.
* Support the ongoing implementation of the Family Safeguarding Model across Social Work Teams and Multi-agency partners.
* Contribute to auditing functions (internally and with Multi-Agency Partners
* Effectively manage social work performance across service area

General* As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.
* Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
* The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.
* As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.
* Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)
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| Job Description prepared by: | Sign: | Date: |
| Agreed correct by Postholder: | Sign: | Date: |
| Agreed correct by Supervisor/Manager: | Sign: | Date: |

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| SHORT LISTING CRITERIA | Essential | Desirable |
| *Qualifications* |
| * Good general standard of education.
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| * Recogniced registered professional qualification required for service area (Social Care)
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| * Evidence of continued professional, managerial and personal development acquired through degree/diploma, specialist training, management qualifications or equivalent
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| * Post graduate diploma or eqivalant experience
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| * Current registration with Social Work England
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| * Management qualification
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| *Experience* |
| * Signifiicant operational experience of managing teams and staff groups delivering services, service planning and HR processes in a local authority or large complex organisation.
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| * Evidence of success in establishing a performance culture including service planning, target setting, performance appraisal and the management and motivation of diverse staff groups.
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| * Experience in effectively manageing change initiatives, exploiting new opportunities and gaining commitment
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| * Experience of successfully leading and sustain effective partnerships with a wide range of internal and external bodies, including governmental and non-govermental organisations, the private and voluntary sectors.
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| * Experience of managing financial budgets
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| *Knowledge & Understanding* |
| * Highly developed interpersonal and communication skills, including the ability to negociate and influence and establish postitve relationships with a range of professioanls and organisations.
* Ability to lead, motivate and develop Teams of staff and ensure they maintain a culture of change that is team based, performance driven aqnd maintains the motivation of staff.
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| * Ability to implement to new legislation and central government priorities and initiatives
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| * Ability to provide visible and supportive leadership to teams and staff groups.
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| * Demonstrate a coherent vision for Children’s and Young People’s Services.
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| *Other* |
| * A strong leader with a commitment to public service values and high achievement.
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| * Demonstrates strong commitment to the promotion of equal opportunities.
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| * An enthusiastic and effective leader able to show resilience and tenacity when under pressure and be an effective decision maker in a complex and challenging environment
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| * A clear commitment to their own professional development
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CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

The short-listing criteria listed plus the following:

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| ASSESSMENTMETHOD | CRITERIA |
| Interview / Assessment | Ability tomanage and motivate staff within service area providing leadership and planning the work for the service area. |
| Interview / Assessment | Ability to negotiate effectively to achieve successful outcomes across partners and stakholders. |
| Interview / Assessment | Ability to turn strategic ideas and objectives into practical, well organised plans which manage change and impact on services and teams. |
| Interview / Assessment | Ability to prioritise and work effectively and prioritise work addressing immediate problems of a complex nature with associated risk factors and deliver practical solutions. |
| Interview / Assessment | Abilty to think creatively and develop solutions that meet service requirments |
| Interview / Assessment | Good financial planning skills and ability to budget effectively  |
| Interview / Assessment | Ability to interpret policy and legislation and have an awareness of National and Regional agendas |
| Interview / Assessment | Ability to communicate effectively and articulate complex difficult information to a variety of audiences. |