

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Children's Services
SECTION:	Children's Social Care
LOCATION:	Various across the Borough
JOB TITLE:	Service Manager
POST NUMBER:	
Grade:	Senior Managers 2
Accountable to:	Strategic Head of Service
Accountable for:	Team Managers
Hours of Duty:	37 flexible working hours in accordance with the needs of the service.
Any Special Conditions of Service:	The authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.

This post is/is not Politically Restricted in accordance with the current regulations (*delete as appropriate*)

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

Leadership, motivation, nurturing and management of Children's Social Care Team Managers, ensuring the service provided is effective and makes a difference to children and young peoples' lives. This includes:

Assuming lead operational responsibility for the designated service area in accordance with emerging national guidance and legislation along with Rochdale Council policies and procedures.

Leading on the ongoing improvement of service delivery for internal and external teams ensuring high professional standards of practice and performance in all areas of service delivery and contributing to strategic planning and development of the service.

Control of Resources

Personnel

All staff employed within the teams managed by the post holder

Financial

All budgets where spending is delegated to the post holder

Equipment/Materials

All equipment, materials and other physical assets (buildings) for which the post holder is responsible.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Colleagues across the council, elected members, partner agencies, voluntary sector, service users, carers and local community groups / organisations.

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough

- Pioneering and open in our approach

Be aware of and apply these values and associated behaviours at all times.

Principal Duties

1. To provide day-to-day management to Team Managers and staff within the designated service area, including recruitment, appraisals and professional development, ensure there is a focus on service outcomes and impact which benefit our families and carers, and contribute to effective workforce plans.
2. To motivate and engage Team Managers to create a working environment which influences effective performance within the post holders service.
3. Provide Senior Management with evidence that the council fulfils statutory duties in relation to all services within your remit ensuring Social Work regulations are adhered to, legislation and statutory guidance are met, ensuring Ofsted registration for relevant services and making key decisions are completed
4. To oversee Social Work within your designated service area to ensure quality of practice is maintained and appropriate challenge is provided to ensure consistency of practice occurs.
5. To work alongside the Strategic Head of Service to be accountable for service budgets, monitoring, reckoning and providing explanation for the spend as necessary, ensuring services are delivered within this service budget.
6. Manage and develop staff teams, taking the lead on actions to improve staff engagement, staff development and progression planning, and ensuring organisational structures support delivery of best working practices.
7. To ensure the effective involvement and participation of parents/carers, children and young people in the development and evaluation of services along with cross-council and multi-agency working.
8. In line with the corporate plan, oversee and co-ordinate the relevant service plans, including regular evaluation of progress against service plans and agreeing appropriate follow up actions with Strategic Heads of Service.
9. Foster a high-performance culture within the service ensuring efficiencies are maximised across the division and continuous improvement occurs.
10. To provide leadership to the workforce within the respective service.
11. To ensure the effective deployment of the workforce in the service to deliver the council's objectives.
12. To ensure effective working relationships with all partners, both internal and external.
13. Facilitate positive, regular engagement with all stakeholders to inform continuous service improvements.

14. To participate and lead elements of projects within the service contributing to the delivery of improved outcomes for children through the Children and Young Peoples Partnership Plan.
15. Effectively deal with complaints, comments, compliments and enquiries and act as an investigating officer, as and when required.
16. To contribute to the overall management of the directorate.
17. Participate in the out of hours on call senior management rota.
18. To deputise for the Strategic Head of Service

Secondary Duties

- 1 To participate in council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Strategic Head of Service (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	_____	Date	_____
Agreed by Postholder	_____	Date	_____
Supervisor	_____	Date	_____
	_____		_____
Service Director	_____	Date	_____