

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	_____

ROCHDALE BOROUGH COUNCIL

PERSON SPECIFICATION

Directorate:	Children's Services	Post:	Service Manager
Service:	Children's Social Care	Grade:	Senior Manager 2 (SM2)
Job Ref:	To be confirmed		

Note to Candidates:

The Essential Criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job. The How Identified column shows how the Council will obtain the necessary information about you.

If the How Identified column says Application Form next to an Essential Criterion, you must include in your application enough information to show how you meet that criterion. You should include examples from your paid or voluntary work, or education.

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

	Criteria	Essential (E) Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a)	Special Working Conditions		
1.	Ability to work flexibly in accordance with the needs of the service, including working across locations within the Borough and participating in the out-of-hours senior management rota.	E	AF & I
2.	Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	AF & I
(b)	Qualifications and Experience		
3.	A recognised Social Work qualification and current registration with Social Work England.	E	AF
4.	Evidence of relevant continuing professional development and leadership or management development.	E	AF & I
5.	Significant leadership and management experience within statutory Children's Social Care.	E	AF & I
6.	Substantial experience of managing managers and leading staff within a complex service environment.	E	AF & I
7.	Experience of leading, monitoring and improving the quality, consistency and effectiveness of social work practice and service delivery.	E	AF & I
8.	Experience of successfully leading service improvement and organisational change, with evidence of improved outcomes for children and families.	E	AF & I
9.	Experience of workforce management, including recruitment, supervision, appraisal, staff development, performance management, engagement and workforce planning.	E	AF & I
10.	Experience of managing resources and delegated budgets, including monitoring expenditure and providing clear explanations of financial performance.	E	AF & I
11.	Significant experience of effective partnership and multi-agency working with internal and external stakeholders.	E	AF & I
12.	Experience of developing, implementing and evaluating service plans and translating strategic priorities into operational delivery.	E	AF & I
13.	Experience of involving children, young people, parents and carers in the development and evaluation of services.	E	AF & I
14.	Experience of managing complex complaints, enquiries and investigations within a professional service environment.	E	AF & I
(c)	Skills and Knowledge		
15.	Comprehensive knowledge and understanding of relevant children's social care legislation, statutory guidance, professional standards and regulatory requirements.	E	AF & I
16.	Strong knowledge of safeguarding responsibilities and the statutory duties of Children's Social Care.	E	AF & I
17.	Ability to provide visible, credible and effective leadership, motivating managers and staff to deliver high-quality services and improved outcomes.	E	I

	Criteria	Essential (E) Desirable (D)	How Identified: AF Application Form I Interview A Assessment
18.	Ability to provide effective professional oversight, appropriate challenge and sound decision-making to support high standards and consistent social work practice.	E	I
19.	Ability to analyse and interpret performance, quality and service information and use evidence to identify priorities, manage risk and drive improvement.	E	AF & I
20.	Strong strategic thinking, problem-solving and change-management skills, with the ability to translate organisational priorities into effective operational delivery.	E	AF & I
21.	Excellent communication, influencing and negotiation skills, with the ability to build effective relationships with senior leaders, elected members, staff, partners and communities.	E	AF & I
22.	Ability to manage competing priorities, risks and demands within a complex and challenging service environment.	E	I
23.	Ability to manage people, budgets and other resources effectively, ensuring services are efficient, accountable, and delivered within available resources.	E	AF & I
24.	Ability to promote meaningful participation by children, young people, parents, and carers in service development and evaluation.	E	AF & I
25.	Ability to contribute effectively at senior management level to wider Children's Services priorities, projects and continuous improvement activities.	E	AF & I
(d)	Behaviours and Values		
26.	Approach the job at all times using the Council's values: Proud of the difference we make; Passionate about the diversities of the Borough; Pioneering and open in our approach.	E	AF & I
27.	Demonstrates a strong commitment to improving outcomes for children, young people and families and places their needs at the center of service delivery.	E	AF & I
28.	Demonstrates inclusive, respectful and collaborative leadership and a commitment to equality, diversity and inclusive practice.	E	AF & I
29.	Demonstrates personal accountability, professional integrity, resilience and a willingness to challenge appropriately.	E	I
30.	Demonstrates a commitment to continuous improvement, learning, and the development of staff and services.	E	AF & I