

Early Help Locality Team Manager

Service	Reporting to	Location	Grade
Early Help Service	Early Help Locality Manager	Citywide	4C

About the role

- To work with the senior management team within the Early Help Service to contribute to the overall management of the service to ensure the needs of children and young people in Salford are met.
- To manage integrated services working in a locality area as part of the Early Help Service to maintain a service culture which places children, young people and families at the heart of the service delivery.
- To actively seek opportunities for further development across the Early Help Service and Salford Family Partnership.
- To have operational responsibility for delivery of high quality, evidence based early interventions and statutory services to improve outcomes for children, young people, and families.
- To be responsible for effective management oversight of the Early Help Service and multiagency case management within locality teams.
- To be able to identify risk and manage risk within Children's Services, the Council and across the City taking action to mitigate or eliminate and put interventions in place to avoid any risks reoccurring.
- To promote high quality evidenced based practice, ensuring the service facilitates high support and high challenge.
- Support the operational development of neighbourhood/place-based working across the city and across partners, including the promotion of the vision for the Early help Service.

- To undertake Human Resource processes where needed, ensuring all staff are fully supported and can offer a good service to children, young people and families.
- Ensure robust arrangements are in place across the Early Help Service to safeguard children and vulnerable adults. This will include ensuring that the voice of the child and family journey is heard and acted upon.
- To support the Ofsted Preparation within Children Services, working closely with partners.

Key outcomes

- You will have responsibility of the day-to-day delivery of all aspects of the Early Help Service. Your role will have a focus on the quality and improvement of Early Help Service delivery.
- In collaboration with the wider management team and others, ensure that there is consistency in the work allocated in line with local priorities.
- To work collaboratively and creatively with schools, colleges, other Local Authorities, other agencies, the voluntary sector and other groups to design, implement and coordinate interventions for vulnerable children and young people to inform the commissioning and delivery of local services.
- Be responsible for the management and leadership of a team including the identification of priorities, the allocation of work to the team and ensuring the effective use of the available resources.
- You will ensure compliance with a wide range of relevant legislation and guidance and ensure the delivery of quality services that are high performing.
- You will promote and facilitate multi-agency learning and working by fostering an emotionally intelligent climate of teamwork, co-operation and achievement.
- You will be accountable to the Locality Manager for staff care and development of the team, for the health and safety of staff and individuals, and the safety of equipment and operations within the team.
- You will ensure high quality line management support, supervision, and PDR.
- You will support the development of service business plans, workforce plans and other reports as applicable to service.
- You will support the management of the Early Help Family Hubs and satellite venues, deploying resources effectively including considering, replacement and control of stock, in accordance with Salford City Council policies.

- You will support the budget holder, to work collaboratively with accountants and the senior leadership team to ensure services operate within budget and assist in identifying cost reduction efficiency targets as required.
- You will establish and maintain robust and effective monitoring of the quality and effectiveness of services and of outcomes for children, young people and families.
- You will manage performance through the use of analytical skills and an understanding of performance data and trends. In addition, using these analytical skills to assess a variety of different sources where the information may be complex, conflicting and requires judgement to select/reject options.
- To co-ordinate and oversee the right support for families and ensure that it is delivered in the right order, right time and place, to ensure needs are met and prevent issues becoming more complex.
- You will work collaboratively and inclusively with colleagues, partners and members of the public ensuring equality of opportunity for everyone and eliminate direct or indirect discriminatory practices/behaviour.
- To ensure that systems are put in to effectively recruit and train employees appointed to the service and in line with the Safe Recruitment Policy.
- To act always with due regard to the Authority's Health and Safety Policies and related Codes of Practice.
- To deputise for the Locality Manager as appropriate.

What we need from you

- Professional credibility through proven relevant experience.
- Model and demonstrates our values and behaviours.
- Experience of managing and supervising others, including attendance management and appraisals.
- Detailed knowledge of legislation and law in relation to children and families.

- Detailed knowledge and understanding of the implementation and management of complex casework process and procedures.
- Detailed understanding of the challenges of delivering early help to children and families.
- Ability to translate complex ideas and information into meaningful and 'user-friendly' information; ability to 'tell the story' to bring people along and ensure all audiences understand the key messages.
- Ability to motivate, engage and develop people to deliver shared outcomes.
- To be an excellent communicator using various mediums to achieve the best results.
- To build strong, collaborative relationships to find creative ways to make services more sustainable and flexible.
- Ability to address complaints effectively by acting as an investigating officer when required.
- Undertake effective audits of practice and ensure positive impact on staff and outcomes.
- To remain strength focused under challenging circumstances
- To demonstrate initiative, confidence, and personal responsibility for action especially where solutions or ways forward are not clear.
- To be a skilled communicator who communicates with clarity, conviction and enthusiasm and can demonstrate integrity, create rapport and build trust and confidence.
- Ability to contribute to the development of positive and supportive team working relationships.
- To be determined and consistently persist with actions to achieve outcomes
- To bring together multi-faceted activities and teams to improve performance and/or resolve business critical issues.
- Analytical skills and using insight to inform change and plans.
- Leadership qualification desirable, not essential.
- Knowledge and experience of relational practice and asset-based approaches.
- Excellent knowledge of Microsoft Office Systems.

- Willingness to flexibly work outside of office hours as required by the needs of the service.
- Ability to travel across Salford and Greater Manchester area either through use of a vehicle insured for business use or using public transport

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

#HappytoTalkFlexible



Salford City Council