Your job

Job Title: Service Manager – Children's Services

Service: Children and Families

Grade: 14

Reporting to: Service Lead

As a Service Manager within Children's Services, you will lead a high-performing, high quality, child-centred service that delivers effective support, intervention and protection for children, young people and families. Through strong operational management, performance management and quality assurance arrangements, you will ensure that services are safe, effective and responsive to need.

You will play a key leadership role in the implementation of the Families First Partnership reforms, supporting the transformation of Children's Services and ensuring the delivery of integrated, multi-agency approaches that improve outcomes for children, young people and families. Working collaboratively with partners across education, health, police, early years, voluntary, community and faith organisations, services for adults and wider council services, you will lead service development that promotes earlier intervention, strengthens family networks and delivers coordinated support through a whole-family approach.

You will be responsible for leading and developing teams to deliver consistently high standards of practice, supporting workforce development at all levels, including Family Help practitioners, social workers and future leaders. You will foster a culture of continuous learning, innovation and improvement, ensuring services remain focused on achieving the best possible outcomes for children and families.

You will champion the organisation's vision, values and ways of working, encouraging creativity, collaboration and continuous improvement whilst demonstrating value for money and effective use of resources.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

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In this job you will:

In the next 12 months, you will:

- Lead the implementation of Families First Partnership reforms within your service area, ensuring strategic and operational readiness and embed new ways of working across teams and partner agencies.
- Strengthen multi-agency collaboration to support the development of integrated family help that improves outcomes for children, young people and families.
- Promote and embed whole-family, strengths-based approaches that support earlier intervention, prevention and sustainable change for families

On an ongoing basis you will:

- Be passionate about improving the lives of children, young people and families.
- Lead a collection of neighbourhood teams within Children's Services, ensuring service delivery aligns with strategic priorities and delivers positive outcomes.
- Provide strategic and operational leadership to develop and maintain high-quality practice across your service area and cover for other service managers as needed
- Ensure children, young people and families receive timely, appropriate and effective support and intervention.

- Support the Service Lead to maintain a continuous focus on performance, quality assurance and service improvement.
- Provide management support, leadership, challenge and oversight to Team Managers, Family Help Managers and other leaders within the service.
- Manage service budgets effectively, maximising resources whilst delivering high-quality services and value for money.
- Deliver high-quality supervision, support and development opportunities for managers and staff.
- Embed organisational practice priorities, quality assurance frameworks and improvement plans across services.
- Promote a culture of learning, reflection and continuous improvement, informed by research, evidence-based practice and learning from local and national reviews.
- Support effective commissioning and service planning arrangements to ensure needs are met through appropriate provision and intervention.
- Be accountable for service performance, standards of practice and the provision of assurance to senior leaders.
- Deputise for the Service Lead and represent the service in multi-agency meetings, panels and strategic forums as required.
- Participate in senior management and out-of-hours arrangements as required.
- Work collaboratively with Human Resources and other corporate services to maintain high professional standards and workforce performance.
- Lead and influence complex multi-agency partnerships, fostering a culture of shared responsibility, effective decision-making and collective accountability for outcomes.
- Ensure services are aligned with local, regional and national transformation priorities and contribute to the continuous improvement of family help, safeguarding and family support arrangements.
- Champion a whole-system approach to improving outcomes for children and families, ensuring services are coordinated, trauma-informed, relationship-based and centred on the voices of children and families.
- Represent Children's Services within strategic partnerships, boards and governance arrangements, providing leadership, challenge and assurance regarding service effectiveness and reform delivery
- Manage a team of over 25, directly or indirectly.
- Manage a large budget, between 1 to 5 million pounds.

- Provide advice and guidance on internal policy along with external legislation

Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Social Work qualification (CQSW, DipSW, CSS or equivalent) and current registration with Social Work England.
- Extensive knowledge and experience of working with early help colleagues.
- Clear understanding of the Families First social care reforms and the impact on social care delivery.
- Significant management and leadership experience within Children's Services and statutory services.
- Strong leadership skills with experience of leading teams, managing performance and chairing complex meetings.
- Extensive knowledge of children's legislation, safeguarding responsibilities, statutory guidance and regulatory frameworks.
- Strong understanding of current research, innovation and evidence-informed practice relating to children, young people and families.
- Proven experience of leading strategic developments, service improvement and achieving performance targets.
- Experience of successfully managing change and supporting teams through service transformation.
- Excellent communication, negotiation and influencing skills with a wide range of stakeholders.
- Experience of working effectively within complex multi-agency environments.
- Ability to contribute strategically whilst maintaining strong operational oversight.
- Experience of budget management and effective resource planning.
- Ability to make sound decisions in complex situations and manage competing priorities.
- Political awareness and an understanding of the wider context within which Children's Services operate.
- Ability to work collaboratively, creatively and solution-focused to improve outcomes for children and families

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“Take pride in all that you do and support and develop yourself and others.”
Be Accountable	“Be responsible for making things better, enabling change and supporting improvement.”
Be Courageous	“Be open to doing things differently and working collaboratively with others.”
Be Kind	“Be helpful, generous and thoughtful towards yourself and others.”