

# Job Specification

**Job Title:**

Service Manager: Childrens Partnerships, Performance, Strategic Planning and Transformation.

**Grade:** Service Manager G 15

**Job Evaluation Code:**

**Reporting to:**

Service Director  
Strategy and Innovation

**Manager's Grade:**

Service Director

**Service Area:**

Strategy and Innovation

**Service Directorate:**

Children and Young People

**Overall Purpose of the Post:**

To ensure the effective operation of high quality strategic children partnerships that delivers improved outcomes for children and families across Wakefield. To provide clear strategic leadership for the partnerships & governance, policy, planning and business intelligence functions in the context of the Council and wider partnerships.

To ensure robust strategic governance framework and operating arrangements are in place to support the Directorate in fulfilling statutory and regulatory duties including leading and driving regular self-assessment and Test of Assurance.

To ensure effective performance management systems, analysis and reporting are in place to enable the Directorate and partnership have a firm grip on progress, performance and intelligence and that insight feeds into Joint Strategic Needs Assessment.

To lead Directorate and partnership strategic planning and service transformation ensuring that strategic plans are outcome focussed, have a clear line of sight to Council and District wide strategy and based on needs analysis, national and local policy drivers, outcome of inspection/peer reviews and self-assessment and the views of children and families.

To support the Directorate and the Childrens Partnership in its journey of continuous improvement through leading robust Programme and Project Management approaches supporting delivery of key Directorate and partnership priorities.

<b>Requirements for the post</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training</b>	<p>Educated to degree level in relevant discipline.</p> <p>Leadership and management qualification or substantial equivalent experience.</p> <p>Evidence of continued professional development, in leading individuals and teams and transforming service delivery.</p>	<p>Project Management Qualification.</p> <p>Performance management Qualification.</p>
<b>Knowledge</b>	<p>A detailed understanding of both corporate and partnership working and extensive knowledge of the key challenges facing Local Government Childrens Services in the context of securing service delivery and continuous improvement.</p> <p>A detailed understanding of the current and future development of national policy and impact at a regional and local level to drive service improvement.</p> <p>Extensive knowledge of policy and practice across the Childrens sector including education, health and Childrens social care services and a good understanding of the research base in preventing and reducing adverse outcomes for children</p> <p>A detailed understanding of the government's statutory Working Together To Safeguard Children guidance and a knowledge of principles of safeguarding and the multi-disciplinary arrangements, partnerships and practice.</p> <p>Extensive knowledge of the legislative, regulatory and performance frameworks for Children's services.</p> <p>Understanding of theories of change and tools for service transformation and a sound understanding of the principles and models of effective project management.</p> <p>Detailed knowledge and understanding of the Councils information sharing and confidentiality policies and guidance.</p>	<p>A knowledge of national and local government, public sector policy developments.</p>
<b>Experience</b>	<p>Extensive senior management and leadership experience within a large, complex organisation – and across wider partnership arrangements.</p> <p>Proven track record of strategic policy development and implementation to deliver improved outcomes for children, families and the wider community.</p> <p>A track record of consistently and continuously improving services through adopting structured project and programme management frameworks and approaches.</p> <p>Experience of working effectively in a political environment and with external inspectorates such as, Ofsted and CQC.</p>	<p>Experience of implementing change across both organizational and partnership boundaries.</p>

	<p>Evidence of success in developing and implementing strategies and change management programmes and a proven ability to problem solve and manage complex issues.</p> <p>Evidence of success in the management and coordination of external inspections, peer review and assessment.</p>	
<p><b>Competencies and other skills required</b></p>	<p><b>Leadership</b></p> <p>Proven ability to inspire and empower individuals and teams to transform and sustain a high performing service.</p> <p>Proven ability to provide visible and supportive leadership to motivate and develop high performing people and teams.</p> <p>A positive and ‘can do’ attitude that engages the support of individuals and teams to manage projects, programmes and services in a time critical, efficiency driven environment.</p> <p>A strong networker with the ability to influence and persuade others both internally and externally.</p> <p><b>Forward planning and delivery</b></p> <p>Strong business planning and management skills, including planning competing priorities and resources. The ability to influence and secure delivery through others on behalf of the partnership.</p> <p>Ability to plan and structure work to achieve Corporate, Directorate and Partnership objectives within financial constraints and timescales.</p> <p>Ability to make timely decisions within a risk management framework and the ability to plan and develop the service in line with organisational and service visions and plans.</p> <p><b>Communication</b></p> <p>Ability to communicate complex information both verbally and in writing in a clear, articulate, balanced and succinct way.</p> <p>Ability to quickly gain professional credibility across the organisation and externally.</p> <p>Ability to engage service users and involve them in the design of services and plans.</p> <p><b>Customer Focus</b></p> <p>A commitment to respond to service user and partnership needs and proactively manage expectations. Ability to advocate and present complex issues to a range of stakeholders.</p>	

## **Key Outcomes & Activities:**

- To ensure robust strategic governance framework and operating arrangements are in place to support the Childrens Directorate in fulfilling statutory duties including leading and driving regular self-assessment and Test of Assurance.
- To ensure effective performance management systems, analysis and reporting are in place to enable the Directorate and partnership have a firm grip on progress, performance and intelligence and that insight feeds into Joint Strategic Needs Assessment.
- To be responsible for the delivery of high performing, effective strategic partnerships and their Boards across the Directorate ensuring clear alignment and governance, coherent strategic direction and planning that delivers outcomes for children and families and continuous improvement.
- To lead Directorate and partnership strategic planning ensuring that strategic plans are outcome focussed, have a clear line of sight to Council and District wide strategy and based on needs analysis, national and local policy drivers, outcome of inspection/peer reviews and self-assessment and the views of young people and families.
- To support the Directorate and the partnership in its journey of continuous improvement through leading robust Programme and Project Management approaches supporting delivery of key Directorate priorities.
- To lead on preparation, planning and strategic co-ordination of Ofsted, other strategic inspections and Peer Review to drive forward service transformation and improvements and improved outcomes for children and families
- To lead and co-ordinate staff voice systems and robust communication methods on behalf of the Directorate and strategic partnerships.
- To develop an innovative approach to transforming services that meets the financial challenge, whilst maintaining services where needed and to manage projects and service developments within the service area.
- To provide as part of the management team, the corporate leadership of the Children and Young Peoples Directorate and the Council in the development and the improvement of policies, practices and services at a local level.
- To investigate new and innovative ways of working through partnership and consultation arrangements to deliver improved services, which ensure the service users perspective is central to service provision.
- To work collaboratively and corporately to strengthen strategic and operational links between adults and children's services in order to develop and embed the Think Family approach.
- To improve and strengthen strategic and operational links across key partner organisations, including education, health, and community sector to develop effective partnerships delivering services as part of a "whole system" approach.

- To develop local systems to engage with users, carers and the wider community public in shaping local services.
- To utilise appropriate information and communication technology to ensure the provision of prompt and efficient services and information to service users, partner agencies and other stakeholders and maintain accurate and complete records.
- To engage with colleagues across the service to develop and implement a Service Development Plan for the service area.
- To ensure effective systems of supervision, appraisal and professional development are in place to support the development of staff and the achievement of team and personal objectives. The post holder will be expected to participate fully in supervision and appraisal.
- To ensure that services offer equal opportunities to all service users and staff and that diversity within staff is encouraged and promoted.
- To provide all health, safety and welfare issues and ensure staff are aware of and observe statutory and council requirements to achieve a safe working environment.
- Any other duties required by the post and within the competencies of the post holder.

The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

## **Responsibility for Resources**

### **Employees :**

Responsible for leading teams. This will also involve leading teams to deliver projects and programmes that involves cross-directorate and cross-organisational teams.

On a day to day basis will have managerial responsibility for a service area of up to 50 staff that includes staff seconded to work within the service area.

The post holder will also be required to provide recruit, retain and develop the team training to initiate drive and cultural change to deliver customer focused services.

Ensure staff development and management support processes are undertaken.

### **Financial:**

Accountable for budgets managed within own service area of the directorate and also for budgets associated with other areas of responsibility. Overall budget management responsibility will be within the region of £2.5M annually.

### **Physical:**

To utilise appropriate information and communication technology to ensure the provision of prompt and efficient services and information to service users, partner agencies and other stakeholders and maintain accurate and complete records.

The post holder will be responsible for the storage and sharing of sensitive data, ensuring that confidentiality is maintained at all times and that information is shared in accordance with Information Sharing Agreements.

### **Customer and Clients :**

To provide professional and technical advice to elected members and senior officers of the Council. To maintain excellent communications with stakeholders and partners, e.g. other local authorities, police, health trusts, community groups, government departments and Trades Unions.

To represent the Council on local, regional and national bodies.

The post holder will be responsible for ensuring that the service user perspective is central to service provision and to promote and support the participation of service users in decision making in relation to service delivery, service development and staff recruitment.

### **Working Conditions:**

The post holder will be required to meet and adhere to health and safety guidelines and legislation.

The post holder will be required to travel around the district, regionally and nationally to attend meetings and events.

## **Characteristics of the post:**

This is a politically restricted post.

The post holder is required to adopt and model our 'Leadership Pledge' which embodies our shared approach to the leadership and management of individuals, services and teams.

The post holder will need to exercise discretion in handling highly confidential information and will need to be able to make decisions quickly and in response to service needs.

The nature of the job will require flexibility and necessitate some evening and weekend work and will post holder will be required to travel locally, regional and nationally. The post carries a Casual Car User Status.

The post holder will be required to participate in training and development activities in order to enhance their own personal development.

The employment checks required are:

- Evidence of entitlement to work in the U.K.
- Evidence of essential qualifications.
- Two satisfactory references.
- Confirmation of medical fitness for employment.
- Registration with appropriate bodies (where applicable).

The following employment checks are required for those positions which are based in a school or working with vulnerable young people and adults:

- Evidence of a satisfactory safeguarding check e.g. DBS check at the relevant level

## **Date completed:**

June 2019