**City of Wolverhampton Council**

**Job Description**

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| **Job Title:** | **Service Manager – Safeguarding and Exploitation** |
| **Service Area:** | Children’s Services |
| **Location:** | Any suitable location within the City of Wolverhampton |
| **Workstyle:** | Flexible |
| **Grade:** | 10 |
| This post is subject to a satisfactory Disclosure and Barring Service (DBS) check. | |
| This is a politically restricted post as per Local Government Officer (Political Restrictions) Regulations 1990. | |

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| **Job Purpose:**   * To lead a designated area of service to ensure effective, high quality outcomes for children and families. * To manage a multi-disciplinary service area, ensuring the provision of effective services responsive to assessed need and user views and, in accordance with legislation and the Council’s policies, procedures and eligibility criteria. * To play a key role in the strategic development of the Children’s Services through membership of the Children’s management groups and through representative roles in key multi-agency bodies. * To ensure the delivery of quality services within allocated budgets. * To ensure high standards of performance within the designated service area’s performance against local and national expectations. |
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| **Corporate Commissioning Responsibilities:**  *With regard to the relevant service portfolio, the post holder will be accountable to:* |
| 1. Lead on assessing need to develop and implement appropriate service commissioning strategies that includes exploring provider opportunities internally and externally. |
| 2. Performance manages service delivery against agreed strategic objectives that reflects the needs and priorities of service users and local communities. Including achieving maximum effectiveness through the deployment of all resources under the control of the Council. |
| 3. Provide effective management of human resources within the designated service area, including responsibility for appraisal, supervision and development in line with corporate policies and standards. Ensuring employees are supported to create conditions for high performance to enable them to demonstrate and meet relevant competencies and standards. |
| 4. Manage services within allocated budgets in accordance with Council standing orders and regulations, working with the Head of Finance to take corrective action in order to achieve a balanced budget. |
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| **Corporate Management Responsibilities:**  *In addition to the above, the post holder will be responsible for supporting Heads of Service in respect of:* |
| 1. Supporting transformation and change across the organisation through focusing on delivery, quality and flexibility to meet customer expectations and improve value for money. |
| 2. Playing a key role in developing, supporting and promoting a culture of continuous improvement and customer focus across the council, identifying weaknesses and ensuring remedial action. |
| 3. Ensuring that the management and delivery of services fully comply with legal and council equality requirements. To support this requirement the role will be responsible for managing and investigating complaints matters as required and to ensure appropriate response to user complaints from within designated service area. |
| 4. Contributing to and engaging with the strategic planning process to ensure that the Council’s vision and priorities are fit for the future and responsive to changing circumstances. |
| 5. Planning, monitoring, evaluating and developing service provision through the delivery of appropriate service plans, which meet corporate and departmental priorities. Ensuring systems are in place to inform, receive and act on feedback from customers/ service users. |
| 6. To share information and collaborate across the organisation and in partnership with the wider community, other agencies and business sectors to improve outcomes for customers, service users, citizens and the organisation. |
| 7. Providing effective management and leadership that helps to support and establish clear aims and objectives and encourages innovation and creative use of resources. |
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| **General Service Delivery Responsibilities:** |
| 1. Take a lead role as directed by the Head of Service on key projects, issues or initiatives. |
| 2. Adopt a collaborative and supportive approach, to colleagues across the Council and in partner organisations, providing operational advice, assistance and support and leading by personal example as a role model of commitment and excellent performance. |
| 3. Represent the council in key multi agency forums. |
| 4. To ensure continuous operational improvement within the designated service areas performance against local and national expectations |
| 5. To make changes and advise Heads of Service in service provision required to meet assessed need. |
| 6. Provide support to managers, which ensures achievement of positive outcomes for the service and city as a whole |
| 8. Maintain up to date professional knowledge, relevant professional accreditation and ensure awareness of all strategic service and legislative developments |
| 9. Undertake all duties in accordance with the highest standards of behaviour as set out in the Council’s management competency framework |
| 10. To play a leading role in the delivery of integrated services to children and families across the council led services, ensuring appropriate focus on those most in need/risk within the context of the wider service. |
| 11. To ensure appropriate response to user complaints from within the service area |
| 12. To ensure consultations and partnership with stakeholders, children, and young people, families and carers. |
| 13. To work with quality assurance staff to establish and maintain effective performance management and monitoring systems. |
| 14. Ensure active compliance with all relevant Council policies and procedures in the fulfilling of duties and responsibilities of the post. |
| 15. Undertake all duties in accordance with the highest standards of behaviour as set out in the Council’s management competency framework. |
| 16. To provide Management consultation out of hours as required. |
| 17. To provide cover as necessary for other Service Managers. |
| 18. Where required to deputise for Heads of Service. |
| 19. To support Children’s Services in the embedding of restorative practice as the organisational culture |
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| **Service Specific Accountabilities**  As a member of the Council’s Senior Management Group, the post holder will be required to be accountable for the following services which may include statutory and governance accountabilities.  **Services – Safeguarding and Exploitation**   * To ensure quality continuous improvement within children’s safeguarding performance against local and national expectations. * To directly manage the performance of the Safeguarding Reviewing Managers and the Independent Foster Home Reviewing Officers; and be accountable for the overall performance of the service area and its various sections in relation to agreed indicators. * To participate in Serious Case Reviews, Domestic Homicide Reviews and undertake internal management reviews and ensure that learning arising from the reviews is disseminated * Ensure the provision of effective services for statutory reviews, child protection conferences, foster home reviews and safeguarding support services. * To influence to the business of Wolverhampton’s Safeguarding Children Board in relation to aspects of policy development; priority setting and associated work planning arrangements. * To lead on setting quality standards for children and young people safeguarding responses * To support on children’s safeguarding and exploitation to meet the requirements for child protection services. |

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| **Dimensions:** |
| **People**: The job involves direct high responsibility for supervision, direction, co-ordination and development of other employees. |
| **Finance**: The work involves being accountable for expenditure from an agreed budgets. The responsibility includes setting and monitoring the relevant budgets and ensuring effective spend. |
| **Physical Resources**: the work involves handling and processing of considerable amounts of computerised information where care, accuracy, confidentiality and security are important. |
| **Special Features:**  To act in accordance with the Council's Constitution and other Codes of Conduct.  To participate in staff development, appraisal and training as appropriate, including continuous professional development.  To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.  To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.  To participate in the wider development of the service and contribute to service improvement as required.  Effectively manage and review allocated contracts to ensure the required level of performance and best value is achieved in line with the Council’s key strategies; as appropriate and training provided.  Work with key stakeholders when required to effectively manage contracts to achieve the best outcome for the delivery of the Council’s objectives; as appropriate and training provided.  City of Wolverhampton Council is committed to Corporate Parenting.  “Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.”  Social Work England Registration (formally Health and Care Professions Council) |

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| **Signed** |  |
| **Print Name** |  |
| **Date** |  |

**Person Specification**

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| **Generic knowledge and Experience:**  The post holder will be able to demonstrate, with evidence where required;   * Substantial experience of operating at a managerial level, including managerial responsibility for professional and complex services portfolio, underpinned by relevant professional and managerial qualifications where relevant. * An understanding of the needs of service users within a highly diverse community * Experience of successfully managing change * An understanding of and sensitivity to the political judgements influencing both the overall objectives of the City Council and ability to work with all political parties. * Experience of providing sound advice that informs and facilitates successful policy formation and aligns resources to corporate priorities. * Experience of working effectively in partnership with other organisations and agencies towards mutually beneficial objectives. * A track record of performance management across a department. * Expertise in managing the council’s statutory and legal responsibilities * Successfully promoting equality of opportunity both in employment and service delivery. * Excellent oral, interpersonal and written communication skills |

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| **Management Competency Framework**  This table identifies and describes the generic behaviours and the technical skills and knowledge required for managers in this role. | | |
| **Competency** | **Assessment**  **S – shortlisting**  **I – interview**  **AC – assessment centre** | **Weighting**  **Low – 1**  **Medium – 2**  **High – 3** |
| **1. Thinking flexibly, using initiative**  **Definition**  The ability to think strategically, view events, issues or proposals from different perspectives to find creative solutions | S/I/AC |  |
| **2. Thinking analytically, using information**  **Definition**  Managing information and intelligence to inform and/or formulate strategy | S/I/AC |  |
| **3. Communicate and engage with people, standards and behaviour**  **Definition**  Builds belief and confidence in self and others | S/I/AC |  |
| **4. Manage your resources and plan for high performance**  **Definition**  Demonstrates how increased performance is influenced | S/I/AC |  |
| **5. Develop effective partnerships and collaboration**  **Definition**  Demonstrates how customer focused changes provide opportunities for greater joint activity with local partners | S/I/AC |  |
| **6. Understand how the organisation works**  **Definition**  Aims to deliver right services, first time, every time | S/I/AC |  |
| **7. Achieve outcomes for customers and communities**  **Definition**  Demonstrates activity that focuses on the customer and contributes to culture change | S/I/AC |  |
| **Technical and professional Competencies** | | |
| Excellent oral and written communication skills | S/I/AC |  |
| Ability to demonstrate good organisational skills | S/I |  |
| Evidence of managing services in a complex organisational context | S/I/AC |  |
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| **Specific** | | |
| **Experience** | | |
| Management experience in achieving measurable service improvement |  |  |
| **Qualifications** | | |
| Educated to degree level or equivalent | S |  |
| Relevant professional qualification | S |  |
| Social Work England Registration (formally Health and Care Professions Council) | S |  |
| Track record of continuous personal and professional development | S |  |