

<b>Reports to:</b>	Head of Service		
<b>Department:</b>	Children and Young People	<b>Grade:</b>	Hay 6
<b>DBS Status:</b>	Enhanced & Barred from working with adults and children	<b>Politically restricted:</b>	No

**Job Purpose:**

To work as an active member of the senior manager group in exercising both statutory and non-statutory council duties to children, young people and their families. To lead on planning and implementation of effective services for all children with complex needs, including disabled children, looked after children and children in need and in need of protection as well as developing the workforce and creating a learning environment for staff.

Leading by example, service managers are expected to take responsibility for effective budget monitoring, recruitment and retention of staff, continuous improvement on quality and delivery of services in congruence with both national and local context i.e. the Council's vision, policy and procedures. The Service Manager will be responsible for 3 Team Managers directly reporting to them and will be indirectly responsible for approximately 50 social work staff across the MASH, Family Support, Child Protection and Court.

**Values**

Collaborate proactively.  
Lead inclusively.  
Embrace change.  
Be bold and curious.  
Celebrate and share our success.

**Overall Description**

Responsible for managing an average budget of approx. £3m per Service Manager.  
Responsible for the quality of casework on approximately 500 to 700 cases held within the Brent Family Front Door (MASH) and a Family Support and Child Protection and Court team.

**Job specific roles and responsibilities**

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations

6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.

**Principal Accountabilities:**

1. To hold overall responsibility for all performance indicators relevant to the service area and to demonstrate ability to work with others to continuously improve outcomes for children and young people.
2. To ensure that the service is child centred, of high quality, cost effective, appropriate to the cultural diversity within the borough and addresses identified needs.
3. To deputise for the Head of Service within your division.
4. To assist the Head of Service and Operational Director in the strategic planning and commissioning of services for children with complex needs.
5. Work collegiately with colleagues on the Senior Management Team (SMT), and make a proactive contribution delivering departmental and corporate objectives.
6. Have oversight and drive of consistent directorate quality assurance activities and measures
7. Lead on or supporting Quality Assurance Framework and Audit leadership role for CYP
8. Have an oversight and development of policies and procedures across CYP
9. Actively lead and or be partly responsible for the CYP Workforce Development Strategy and Planning when needed
10. To attend both strategic and operations at senior level i.e. LSCB Monitoring & Evaluation Sub Group, YOS Management Board Meetings, etc.
11. Ensure the active participation of children, young people and parents/carers in service planning and delivery as appropriate and use feedback to inform service delivery and staff development
12. Manage a customer focused service and the effective use of resources.
13. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
14. Support effective working relationships and act as an ambassador and advocate with external organisations
15. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
16. To maintain a strategic view of services to ensure that they meet the needs of children and families within the service.
17. To ensure service users and carers are appropriately consulted on the planning and delivery of services.
18. To assist the Heads of Service to provide reports to Council Committees by providing a full range of information and advice as appropriate and drafting Committee reports as and when required.
19. To prepare bids to attract funding for service development.
20. To be accountable for performance indicators that are relevant to service area and work collaboratively with internal and external professionals in order to achieve the best outcomes for looked after children

**Service area accountability**

21. To provide high quality services within the service area that meet statutory requirements, e.g. OFSTED and DfE / and corporate and departmental service strategies, specifications and standards.
22. to achieve the best performance indicators for Brent's adoption service
23. to effectively manage the activity around high level of recruitment and assessment of foster carers
24. To effectively manage the service that is responsible for arranging contact between looked after children and their families/care givers.
25. To take the lead on behalf of the service when working with commissioning colleagues in

*order to achieve the best value*

*26. To liaise with legal team and family courts regularly to achieve the best relationship between To ensure that children going missing or at risk of exploitation (i.e. child sexual exploitation, peer on peer abuse, gang affiliation, etc.) are appropriately safeguarded and measured taken to prevent/minimise risk taking behaviour.*

*28. To ensure that the service are*

*29. a sets appropriate objectives and targets, maintains performance against targets and develops and maintains effective casework, workload management and other systems in order to meet the requirements under relevant legislation, policy and procedures*

*30. To manage the effective use of resources, including staff budgets, within the service area.*

*31. To assist the Head of Service in developing, implementing and maintaining quality management systems for all major processes within the service area.*

*32. To take appropriate action under the disciplinary and incapability procedures to ensure that minimum standards of practice are met at all times; chairing the informal disciplinary, capability and grievance meetings and acting as investigating officer as appropriate.*

*33. To act as service liaison person for Councillor enquiries about individual clients.*

*34. To act as independent investigators for complex or stage 2 complaints as required.*

*35. To work in partnership with other parts of the department, other departments of the Council and other statutory and voluntary agencies.*

*36. To contribute to the strategic planning of the Division and the Children and Families Department as a whole.*

*37. To draft, consult and produce operational guidance, policies and procedures as required.*

*38. To deploy resources within the service area to ensure that desired service outcomes are achieved and agreed standards met.*

*39. To have direct line management responsibilities of managers who manage a teams of Social Workers, Child Protection Advisors, Independent Reviewing Officers and ancillary staff providing a service to Children on the Child Protection plans, Children in Need, Children Looked After and those with special educational needs and disabilities. s*

*40. To manage different functions within the service i.e. adoption, fostering, quality assurance or learning and development offer*

*41. To support the development of innovative projects within Brent and provide a link to Children's Social Care.*

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.

Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.

Undertake any other duties commensurate with the general level of responsibility of this post.

## **Essential Requirements (key skills & qualifications)**

### **Job Knowledge, Skills & Experience:**

*Specify the qualifications, experience, skills and abilities required.*

***All criteria are essential***

**Knowledge and Qualifications:**

- Certificate Qualification in Social Work / Diploma in Social Work or its equivalent.
- Evidence of significant relevant Continuing Professional Development (CPD).
- A thorough knowledge of the legislation and DOH/DCSF/HO guidelines relating to safeguarding and child care planning and policy.
  - A clear understanding of the needs of the service for the care group, and the impact that the DCSF Assessment Framework and Performance management systems will have on the planning and provision of services.
- An in-depth knowledge of child protection and child care issues and the ability to set high standards to promote best practice in this area.
- A good understanding of budgetary processes and the effective use of resources.
- A good understanding of the business planning process and the ability to formulate targets and performance indicators.
  - Demonstrate a clear understanding of the principles and practice of Brent's equal opportunity and customer care policies.

**Experience:**

- Track record of achievement at a management level in a similarly large and complex organisation including experience of working within, and knowledge and understanding of the full range of statutory functions of local government in relation to the Children and Young People Department.

**Skills and Abilities:**

- Manage people, performance and budgets.
- Leadership and management skills.
- Communicating and influencing skills.
- Contribute to the longer term development of the service area.
- Ability to deliver the service within the agreed budget, and to take action to remedy budget variations.
  - The ability to analyse working methods and develop new ways of working which promote efficiency, including contributing to the development of IT/IS and other systems
  - The ability to plan well in advance, organise effectively and work to time scales.
  - The ability to manage personal time, competing demands and respond flexibly to changing needs and priorities to ensure that services remain safe and risks to children and young people are minimised.
  - The ability to develop and implement strategies which meet the required performance standards for children in need, looked after children and children in need of safeguarding within the Departments procedures, policies and practice expectations.

- The ability to build productive working relationships with users, agencies and other internal and external groups.
  - The ability to communicate ideas effectively and persuasively with individuals and groups both orally and in writing.
  - The ability to make and take considered and informed decisions on complex and sensitive issues relating to operational matters that have a profound impact on service delivery and the reputation of the council.
  - The ability to provide expert advice and guidance to managers to enable them to effectively exercise their professional judgement and make their own decisions.
  - The ability to develop existing good practice and to initiate and manage the development of sound care planning processes.
  - The ability to record, analyse, monitor and report on a range of management information, interpreting numerical and statistical data where necessary.
  - The ability to manage staff, including allocating work fairly, setting goals and targets and monitoring progress towards these. Also, taking into account the training and development needs of staff.
  - The ability to network, negotiate and persuade senior staff, other agencies and professionals to ensure the department's aims and objectives are met.

#### **Budget Responsibility and Overall Headcount**

*Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs*