

# Service Manager

Children, Young People and Learning

## Join us – make a difference in our communities

We are committed to improving our services for the children and families in West Sussex we support. You will join us as at a key time on our improvement journey. The work we have started includes establishing a new and experienced leadership team driving forward our 'Children First' improvement plan.

As a Service Manager you will deliver the effective operation of a service through the management of teams, also operating as the principal professional in regard to that service. This will include the performance management of the teams and the service activity and the co-ordination, planning and delivery of agreed activities and objectives.

## About the job

You will lead a group of Team Managers and all staff within an assigned service. You will be responsible for a large-scale activity to meet defined performance indicators and ensuring quality in practice.

You will provide professional leadership, ensuring effective practices in situations of complexity, risk, uncertainty and challenge, in line with the Professional Capabilities Framework.

## What you'll need to succeed

For this role you will be expected to demonstrate relevant theoretical Social Work concepts, practices and detailed organisational knowledge relating to the provision of a professional Social Work service. You will need to demonstrate confidence in managing and leading a large staffing team to achieve performance improvements and service developments. You will need to demonstrate an ability to influence and negotiate partner relationships at management level.

Excellent knowledge of joint working with partnership agencies including health, statutory, voluntary and independent sector and internal colleagues, for example, Health, Probation, Learning, Early Childhood Service, Youth Service. Knowledge of how to effectively influence and negotiate partner relationships at management level.

Knowledge of how to recognise political context of social care and respond appropriately at management level.

A detailed practical knowledge of complex theories including relevant technical knowledge to formulate and develop policies, processes and guidance, such as systemic leadership techniques, co-construction, appreciative enquiry, solution focused, evidence-based outcomes.



### Job details

Grade: Hay C

Directorate Group: Children, Young People and Learning

Location: Various County Council offices

### Required experience and skills

(These will be used as the shortlisting criteria)

#### Key Skills:

1. Ability to deliver change and continually improve practice and performance in a supportive, positive way. Post holder will be emotionally intelligent and can apply effective leadership, people management and performance management skills with the ability to provide direction, leadership and support to individuals and teams. Ability to manage self and others; be self-aware and understand the impact of work on self and others; respond constructively to situations and workload, appropriately keeping cases on target and balancing competing demands. Ability to set timescales and objectives and review effectiveness of service delivery.
2. Ability to make sound pragmatic problem-solving decisions, which will have a wider service impact. The ability to analyse and make judgements to tackle difficult problems of a technical, professional, resource or people related nature, including highly developed risk management skills and project management skills, with the ability to apply appropriate principles and practices to complex issues.
3. Sound partnership working skills including the successful co-ordination of partners to deliver objectives.
4. Ability to challenge existing practices and models of service delivery and identify innovative solutions that are outcome focused and co-constructed. Ability to effectively apply solution focused leadership, take a systems analysis approach and use systemic leadership techniques.
5. Effective research, evaluation and interpretation skills to derive conclusions and plan over the short term. The post holder will take into account changes in legislation and national policy. They will identify and influence practice improvements to meet the needs of the communities they are serving.
6. Excellent communication skills with ability to influence the actions of others and communicate information which may be complex and contentious. Includes the ability to negotiate solutions across wide areas of the business and successfully convince others of the need to take a specific course of action.

#### Qualifications and experience:

- A recognised Social Work qualification e.g. Degree in Social Work, Post Graduate Certificate in Social Work, DipSW, CQSW or equivalent as recognised by the relevant professional body.
- A recognised post qualifying award in Social Work or demonstrable evidence of continuous professional development at a similar level.
- Registration with the relevant professional registration body and maintaining registration with that body.
- A recognised management qualification or demonstrable continuous professional development in this area.



- Significant post qualification experience in dealing with significant and diverse issues, for example, management of complex child protection matters, staff under performance, allocation of limited resources.
- Evidence of developing, empowering and leading teams to achieve performance improvements and service developments. Evidence of planning and management of resources and performance over the long term
- Experience of managing resources to deliver a service for example, leading staff, managing a budget, or contributing to financial related decisions.
- Experience of shaping and supporting initiatives in a political environment.
- Valid full driving licence.

### Key responsibilities

Leading, motivating and influencing staff in order to achieve business and service objectives. Operational resource deployment and recommending future resource needs over the short term.

Management of service delivery and/or specific reviews, projects and programmes on service/directorate provision through the use of effectively managed resources, within appropriate constraints.

You will contribute to the formulation and implementation of policies, processes and guidance, considering views of stakeholders, and gaining appropriate ownership and approvals. You will also contribute to service improvements through the identification, design and implementation of developed solutions which enable the organisation to be successful.

You will develop effective relationships with managers or partners across the wider directorate, other parts of the organisation and external organisations. Working with, advising and influencing key stakeholders in specialist field including Members, Chief Executive and board, senior managers and other key partners. Maintaining national and local networks and partnerships.

You will provide expert advice and guidance on complex issues verbally and/or through written reports. This includes professional advice/support across the department and/or organisation and tackling difficult problems of a technical, professional, resource or people related nature.

You will be expected to manage a budget and contribute to financially related decisions on high level spending.

Contribution to the realisation of service, group or team service improvements through the identification, design and implementation of developed solutions which enable the organisation to be successful.

Maintaining national and local networks and partnerships.

Meeting statutory, national, regional and local obligations in service delivery through own work and managed staff.

Support equality and diversity and respects customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.

Remains up to date and compliant with all relevant legislation, organisational



## Job Description & Person Specification



procedures, policies and professional codes of conduct in order to uphold standards of best practice.

### Our Values

You will lead, promote and demonstrate the values of our organisation.

- Trust and Support
- Listen and Act Upon
- Customer Centred
- Honest and Realistic
- Genuinely Valued

You will lead, promote and demonstrate the cultural ambition of our organisation:

*"We have an inclusive and supportive culture, work in partnership and reward individual and team contribution"*

JD Code: H080

Date: November 2020

Updated: April 2021

