# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Community Support Manager

# DEPARTMENT: Children’s Services

# LOCATION: Hastings & St Leonards area

# GRADE: LMG 1

# RESPONSIBLE TO: Operations Manager

# Purpose of the Role:

Contribute to work across a CCG geographical area with key stakeholders and partners enabling the best use of available resources to meet identified priorities and strategic outcomes.

To be responsible for management of premises and support services for Early Help in that geographic area.

To be responsible for the management of targeted early years services across a geographic area, including the achievement of targets and monitoring of quality.

# Key tasks:

1. Provide strategic leadership in the successful implementation of quality targeted crèche service, externally funded projects and volunteer-led services that address Council priorities. Ensure that services reflect the principles of the EYFS and child development.
2. Ensure that Children’s Centre and Youth Centre buildings are fit for purpose, suitable accommodation for service delivery and are adequately resourced to enable a range of groups and activities to take place.
3. Ensure Early Years Practitioners deliver consistent public health messages including; accident prevention, dental health, breastfeeding, weaning, SIDS, immunisations, obesity.
4. To promote volunteering to all Early Help staff and partners and ensure that volunteers are well trained and supported and viewed as a valuable resource for the Early Help service.
5. Ensure that any safeguarding issues are reported to and discussed with the Operations Manager.
6. Ensure that, specific externally funded projects and volunteer-led services are integrated with all other strands of work within Health Visiting, Children’s Centres, Youth Centres and 0 – 19 Early Help services.
7. Lead and deliver service support in a geographical area to support the Operations Manager and in line with Council policies and procedures, working in partnership with Orbis, and including day-to-day premises management and health and safety reporting.
8. To act as named Controller of Premises for Children’s Centres in the geographical area, overseeing the implementation of health and safety procedures, including training, with support from the Premises Coordinator.
9. To coordinate the management of complaints relating to the staff that they are responsible for within the geographical area.
10. Ensure that their services are monitored and evaluated effectively to evidence outcomes and meet agreed KPI targets. Provide accurate performance data that will inform the performance cycle process.
11. Ensure that records are maintained, including records of targeted interventions, ensuring that corporate standards and requirements are met.
12. Allocate administration resources within the designated geographical area as specified within the scheme of delegation and manage and monitor financial expenditure to ensure it is in accordance with the allocated budget.
13. Work closely with partner agencies and resources within the community to develop local social capital links ensuring an integrated approach to support identified families.
14. Prepare the centres in the locality for inspections and lead the inspection process, including the involvement of the integrated team, key stakeholders, partners and service users. This will include the auditing of services to ensure they are meeting the service specifications.
15. Recruit and manage a range of staff, ensuring that the relevant policies and procedures are applied for each employer. Promote CPD for all staff, volunteers and partners; ensuring performance management is carried out effectively. Ensure staff are confident in their knowledge and understanding of safeguarding.
16. To establish, maintain and support appropriate Governance arrangements for the Children’s Centres in accordance with LA and Ofsted requirements.
17. To encourage the participation of service users, partners and other members of the community in the delivery, monitoring and evaluation of services. To support volunteers to become ‘champions’ in their communities, giving support and guidance to empower them to deliver universal services for families where appropriate.
18. To maintain up to date knowledge of relevant legislation, guidance and new policies and research that underpin all CC and EY practice including statutory guidance and Inspection framework. To ensure that all local documentation adequately reflects the national contextual framework for Children’s Centres.

This job description sets out the duties of the post at the time when it was drawn up.  Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed.  Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# JOB TITLE: Community Support Manager

# GRADE: LMG 1

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| * The ability to inspire, motivate, influence and direct the work of others * Ability to think strategically and attend to operational detail * Able to communicate effectively, orally and in writing. * Negotiation skills. * The ability to work under pressure, to prioritise competing demands and deliver within tight timescales * Good ICT skills. * Ability to develop and implement policies and procedures * Excellent literacy and numeracy skills. * Ability to produce, report and interpret complex data and use knowledge gained to effectively plan and solve problems * Ability to problem solve and be creative * Ability to motivate, supervise, coach and train staff. * Ability to converse at ease with customer and provide advice in accurate, spoken English |

# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview ( |
| * Level 4 qualification in a relevant subject * Leadership and Management qualification or commitment to undertake. * Evidence of continued professional development. |

# Desirable education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * Level 5 qualification * Relevant degree or professional qualification |

# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| * Broad range of understanding of the development of a service * Understanding of social policy and legislation relevant to the care, education and health and development of young children. * Knowledge of child development * Knowledge of the EYFS, Child Protection and Safeguarding. * Knowledge of the Healthy Child Programme * Knowledge of the commissioning cycle * Knowledge of office management and administrative good practice * Knowledge of budget management and financial reporting good practice. |

# Desirable knowledge

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| These criteria will be assessed at the application and interview stage |
| * Knowledge of electronic finance systems * Children, young people’s and families manager vocational qualification |

# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Significant experience of leading and managing provision for children and families * Demonstrable multi agency partnership working * Working in partnership with families and communities * Experience of working in a community with diverse needs and of defining, establishing and marketing services in areas of disadvantage. * Experience of planning services and setting measurable and ambitious targets for service delivery * Experience of managing staff and a budget * Experience of applying for funding and leading projects * Experience of providing support services. |

# Desirable experience

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| These criteria will be assessed at the application and interview stage |
| * Leading role in a Children’s Centre or childcare environment. * Leading role in Child Protection and Safeguarding * Leading role in a support service. |

# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * Ability to meet the travelling requirements of the role * Flexibility to cover other geographical areas as required |

# Other desirable criteria

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| These criteria will be assessed at the application and interview stage |
| * Evidence of commitment to and promotion of CPD for other staff. |

**Date (drawn up): July 2019, modified May 2020**

**Name of Officer(s) drawing up person specifications: CL**

**Job Evaluation Reference: JE11671**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes/No |
| Working with children/vulnerable adults | Yes/No |
| Moving & handling operations | Yes/No |
| Occupational Driving | Yes/No |
| Lone Working | Yes/No |
| Working at height | Yes/No |
| Shift / night work | Yes/No |
| Working with hazardous substances | Yes/No |
| Using power tools | Yes/No |
| Exposure to noise and /or vibration | Yes/No |
| Food handling | Yes/No |
| Exposure to blood /body fluids | Yes/No |