

JOB SUMMARY

Post Title	Service Manager - Operations						
Job Family	<i>Service Delivery</i>	Pay Range	<i>15</i>	Line Manager to others?	Yes	Role profile ref	<i>SD15</i>
Service Area	<i>Childrens Social Care</i>						
Line Manager	<i>Service Director</i>						
Location	<i>County Hall and Agile</i>						

Job Purpose 1-2 sentences			
<p>To successfully lead and manage Childrens Social Care Teams and ensure that the Local Authority discharges its statutory responsibilities in respect of Child Protection, Children in Need and Looked After Children.</p> <p>Promote equality as an integral part of a role and treat everyone with fairness and dignity, working in a strengths-based way promoting the ethos of creating change together and using language that cares.</p>			
Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities) 6-8 bullet points max			
<ul style="list-style-type: none"> • Supervise and manage the Children’s Social Care Teams, including performance management and quality assurance. • Develop and maintain partnership working including Multi-agency public protection arrangements. (MAPPA), Multi Agency Risk Assessment Conference (MARAC), Child and Adolescent Mental Health Service (CAMHS) and Local Safeguarding Childrens Board (LSCB) subgroups as directed. • Ensuring the Local Authority discharges its statutory responsibilities in respect of Child Protection, Children in Need and Looked After Children. • Contribute to the development of strategies and policies and implement the agreed strategies. • Be an active member and contributor to senior management teams within the Isle of Wight Council and across multi-agency partnerships. 			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Expert knowledge of the service area, the authority and partnership organisations and understanding of the political agenda impacting on them.	<ul style="list-style-type: none"> • <i>Extensive post qualification experience (e.g., DipSW) and extensive experience managing assessment and safeguarding service – (including child in need, child protection, public law outline and care proceedings)</i> • <i>Proven ability to work in partnership with other agencies and across departments, to identify opportunities which will provide benefits to children and young people and the department.</i> 	E E	
Substantial experience of planning and delivering specialist legal / statutory / regulatory / customer / stakeholder / community engagement services within a large / complex organisation, with expert professional knowledge and experience.	<ul style="list-style-type: none"> • <i>Proven commitment to the development and continuous improvement of high-quality services</i> • <i>Substantial experience of the development and management of resources (which could involve capital resource, workforce, and environment) to ensure that an effective and efficient service, in line with assessed needs, is provided to</i> 	E E	

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	<p><i>children, young people and their parents/carers by competent teams.</i></p> <ul style="list-style-type: none"> • <i>Substantial experience of identification, analysis, reporting, control of and monitoring of risks inherent in Social Care</i> • <i>Experience of authorisation of expenditure within agreed limits</i> 	E E	
<p>Expert knowledge of the service and partner relationships and wider sector / external influences. Significant experience of leading in multi-disciplinary and partnership working. Experience in chairing case conferences / partnership events.</p>	<ul style="list-style-type: none"> • <i>Expert knowledge and experience of working with other agencies and disciplines.</i> • <i>Proven ability to pursue maximum integration of services, consistent with partnership agencies, ensuring departmental and core responsibilities are met.</i> 	E E	
<p>Expert knowledge and understanding of the legislation, regulations, systems, policies, procedures, professional guidelines, best practice and emerging developments (including the political agenda) which impact the service area. Experience in assessing the impact of legislation and ensuring organisational / stakeholder compliance.</p>	<ul style="list-style-type: none"> • <i>Extensive knowledge of and experience of working with legislation and policies in the respect of specialism e.g., Children and Families, Mental Health, Community Care.</i> • <i>Proven ability to keep up to date with changes in legislation.</i> 	E E	
<p>Experience in developing policy, procedures and standards and contributing to strategic direction, in a changeable area of work.</p>	<ul style="list-style-type: none"> • <i>Secure understanding of department objectives and corporate strategy and how these link together</i> • <i>Experience of driving continuous improvement through the application of a Quality Improvement Framework, Quality Improvement Plan, self-evaluation, and Ofsted inspections thereby providing best outcomes for children and families.</i> • <i>Evidence of ensuring evidence-based research informs the planning process.</i> • <i>Experience of development, interpretation and implementation of policy internally and externally.</i> • <i>Proven ability to ensure national, corporate, and departmental objectives are reflected into local planning and policy development.</i> • <i>Proven ability to develop, design, and implement new initiatives which will benefit future services.</i> 	E E E E E	
<p>Substantial experience of representing the Council / organisation in a professional / legal capacity.</p>	<ul style="list-style-type: none"> • <i>Proven ability to act as adviser to staff, Councillors, and national bodies.</i> • <i>Experiencing of linking service delivery to users and the strategy of a local authority, departmental and Government legislation.</i> 	E E	

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<p>Excellent interpersonal skills. Authority and credibility to build relationships and engage successfully with colleagues, partners and customers at all levels. Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes in complex or politically sensitive situations.</p>	<ul style="list-style-type: none"> • <i>Substantial experience of providing leadership which give staff a clear vision, which inspires and motivates, ensuring they are working towards agreed objectives.</i> • <i>Excellent interpersonal and communication skills</i> • <i>Managerial knowledge of and experience with disciplinary and grievance procedures.</i> • <i>Proven ability to communicate effectively, thereby ensuring that national, corporate, and departmental objectives conform with local plans and that staff understand the department's key priorities and their role in the delivery of these objectives.</i> • <i>Extensive experience of developing teams and individuals through supervision and performance development to ensure a competent, confident workforce that meets statutory requirements and performance targets.</i> • <i>Substantial experience of successfully dealing with internal and external disputes, complaints, and grievances</i> 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>Authority and credibility to build relationships and engage successfully with colleagues, partners and customers at all levels in complex or politically sensitive situations.</p>	<ul style="list-style-type: none"> • <i>Substantial experience of establishing key links with partner agencies</i> • <i>Proven experience of active involvement in sector meetings and contribution to sector planning and objective setting</i> • <i>Proven ability to develop and maintain effective working relationships to deal with operation issues across and within the client group.</i> • <i>Ability to effectively communicate on local issues with appropriate management teams, across the departmental and organisation.</i> 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>Initiative, strategic and political awareness demonstrated in innovative approach to problem solving and decision making.</p>	<ul style="list-style-type: none"> • <i>Ability to demonstrate a strategic vision.</i> • <i>Ability to adopt a pivotal role in the communication and negotiation with other organisations (national and local) to establish and develop partnerships which reflect delivery of service objective and priorities for the department.</i> • <i>Substantial experience of the development, design, and implementation of new initiatives which benefit future services.</i> 	<p>E</p> <p>E</p> <p>E</p>	
<p>Excellent planning and organisational skills with experience of managing</p>	<ul style="list-style-type: none"> • <i>Excellent knowledge and proven experience of business planning</i> 	<p>E</p> <p>E</p>	

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and delivering a service to organisational requirements.	<ul style="list-style-type: none"> • <i>Proven ability to successfully manage and make effective decisions with conflicting priorities.</i> • <i>Proven ability to effectively deploy resources to ensure service delivery.</i> • <i>Good understanding of budget monitoring and reporting systems</i> • <i>Proven ability to manage a range of budgets to maximise their effective deployment including regular monitoring and reporting.</i> • <i>Proven ability to contribute to the overall budget planning of a department.</i> • <i>Substantial experience of achieving performance development objectives both personally and for the operation teams in terms of service delivery</i> • <i>A secure understanding of how the sector can help deliver services to the people of Isle of Wight</i> • <i>Extensive experience of the development and implementation of training strategies.</i> 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
Good ICT skills including use of Microsoft applications and specialist systems.	<ul style="list-style-type: none"> • <i>IT Literacy – able to use IT / run reports / to use or quickly learn to use relevant IT information and data capture systems including ICS and SAP</i> • <i>Good analytical skills</i> • <i>Knowledge of and experience with budget / financial management processes and ability to demonstrate competence</i> 	<p>E</p> <p>E</p> <p>E</p>	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		E	
Educated to degree standard or equivalent.		E	
Relevant professional /vocational qualification.	<i>Qualified Social Worker (QSW, DipSW)</i> <i>Management Qualification</i>	E	D
Post graduate qualification may be required.			
Other Requirements			
<ul style="list-style-type: none"> • <i>Registration with Social Work England</i> • <i>Enhanced DBS Check</i> 		<p>E</p> <p>E</p>	
Organisation Structure (optional)			

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