

Lancashire County Council Combined Role Profile

Grade profile - Managerial - (Grade 10)

Applies to **all** managerial posts at Grade 10

Purpose

Manages a small team of professional staff or a large team of para-professionals to deliver a focused service to meet mostly well defined deliverables.

Scope of Work

Role holders at this level will require a professional qualification or equivalent to provide direction to their team and to act as a technical reference to deal with complex escalated issues. They will be co-ordinating and integrating the work of their team, including dealing with multiple priorities. They will also be making proposals for service planning purposes and will be fully aware of wider implications. At this level they will not always follow established precedent and there will be some freedom in how to achieve end results.

Accountabilities/Responsibilities

The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role.

- Set work objectives and standards, interpreting functional objectives for the team to ensure goals are met. Monitor the effective performance of staff in delivering against these.
- Co-ordinate and integrate team activities, resolving both routine and complex issues, to ensure the effective delivery of the service. Within own area may need to look several months ahead to anticipate and respond to changes that will impact on delivery. Contributes to long term service planning.
- Motivate and coach staff through the identification of training and development needs to equip them to deliver effective and responsive services.
- Develop an overview of the service area to identify ways to improve operations, performance and efficiency. May include analysis of management and financial information, and helping to scope improvement projects.
- Manage allocated budgets and other resources (e.g. equipment, buildings) to deliver the agreed results. This would typically be medium to large sized budgets with some complexity/risk which needs to be managed.
- Make formal proposals on resources, objectives and targets for service planning purposes in specified area to support the delivery of effective and responsive services.

Skills, knowledge and experience

- Qualified professional or equivalent normally with a minimum of 4 years of relevant experience.
- Experience of managing budgets of some complexity and risk.
- Experience of leading, coaching and mentoring to develop others.
- Skills in resolving complex problems and managing conflicting issues
- Good understanding of Directorate and service goals, as well as relevant Council policies

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Delivery of specified results e.g. outputs, volumes.
- Achievement of medium term milestones
- Quality of partner relationships

- Budgeted vs. Planned expenditure
- Customer satisfaction (internal or external) and service level measures.
- Work force indicators (turnover, timeliness, absenteeism, etc.)
- Projects variance from time/budget targets

Lancashire County Council

Operational Context Form

| | | | | | |
|--|----------|------------------------------|------------------|----------------------------|----|
| Post title: Residential Registered Manager (Mainstream and Overnight Breaks) | | | | | |
| Directorate: Education and Children's Services | | | Location: | Lancashire | |
| Establishment or team: | | Residential Services | | Post number: | |
| Grade: | Grade 10 | Staff responsibility: | Yes | Essential Car user: | No |
| <p>Scope of Work – appropriate for this role:</p> <ul style="list-style-type: none"> • Post holders at this level will require a professional qualification or equivalent as required by OFSTED and Children's Home Regulations and Quality Standards 2015, to provide direction to their team and to act as a technical reference to deal with complex issues and challenges. They will be co-ordinating and integrating the work of their team, including dealing with multiple priorities. They will also be making proposals for service planning purposes and will be fully aware of wider implications. • To instill, promote and maintain working relationships with all levels of management, employees and service users, (including other directorates of the County Council and external agencies) which fully reflect the Directorates standard of conduct and statement of principles. • The post holder is expected to carry out their duties and responsibilities in accordance with the County Council's policies and procedures and the Directorates statement of principles, ethical standards and standards of conduct. • To instill, promote and maintain a health and safety environment for all levels of management, employees and Service Users within the service can be directed by legislation and the County Council's policies. | | | | | |
| <p>Accountabilities/Responsibilities – appropriate for this role:</p> <ul style="list-style-type: none"> • To be responsible for the overall effective leadership management and administration of the home in accordance with the Children's Homes Regulations and Quality Standards 2015 and for pursuing the objectives of the directorate in providing an appropriate environment for young people which meets their needs. • To be the legally Registered Manager under the Care Standards Act 2000 and to ensure that the home operates in accordance with all legislation relevant to a children's home. (Appendix A attached). • To be able to meet the requirements of Reg 28 to achieve registration with Ofsted as a Registered Manager (specifically Reg 28 (2) (a, b) - within the last 5 years, worked for at least 2 years in a position relevant to the residential care of children; worked for at least one year in a role requiring the supervision and management of staff working in a care role • To operate the home in accordance with the statement of purpose to create a warm and stimulating environment that meets the assessed needs of young people and ensure the unit promotes and fulfils its core function particularly concerning care plans, placement plans and risk assessments. • To recruit staff in line with the County Council and Directorate Recruitment and Selection policies and protocols. • To promote young peoples rights and ensure that young people have access to information regarding their rights, facilitating regular meetings which allow young people to contribute to the running of their home. | | | | | |

Additional supporting information – specific to this post.

- To take the lead role in managing the inspections of residential childrens homes.
- To be responsible for contributing towards Care Planning and Safeguarding for Young People.
- To lead in respect of the residential service on the modernisation and continuous change and improvement programme.
- To manage, lead, supervise and mentor staff teams.
- To be responsible for the leadership and management of the childrens home.
- To develop effective quality assurance and performance management mechanisms throughout the childrens home and the wider residential service to ensure compliance with national and local standards and targets.
- To ensure that the voice of children and young people are heard.
- To ensure that the safeguarding of children and young people is of paramount importance.
- To be responsible for the financial management of the children's home.
- To ensure compliance with legislation, policies, and protocols, in this area of work.
- To contribute to the development of the overarching care services for CYP by attending and contributing to meetings within the service and external agencies.
- To contribute and ensure that all policies and protocols for the residential service are current, comprehensive and fit for purpose.
- To comply with the Directorate's administrative and financial procedures including the Maintenance of appropriate records, budget monitoring and ensuring value for money.
- To be competent with Information Technology and all computer systems on an Integrated Children System.
- To be responsible for training and own continued learning and development.
- To undertake any other duties and responsibilities of an equivalent nature as required by the line Manager.

Prepared by:

John Simpson & Michael Nunn

Date:

16/10/19

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council

| Person specification | | |
|---|---------------------------------------|---|
| Post title: Registered Manager | Grade: Grade 10 | |
| Directorate: Education and Children's Services | Post number: | |
| Establishment or team: Residential Services | | |
| Requirements | Essential (E) or Desirable (D) | To be identified by: application form (AF), interview (I), test (T), or other (give details) |
| Qualifications | | |
| QCF5 or NVQ4 L&D Award or equivalent | E | AF |
| Social Work degree, CQSW, CSS, DipSW | D | AF |
| A formal management qualification and/or significant management training in compliance with current OFSTED Children's Home Regulations (see Regulation 28). | E | AF |
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| | | |
| Experience | | |
| Significant post qualifying experience of working within Residential Services | E | AF/I |
| Experience of the responsibility for formal supervision and personal development and management of staff | E | AF/I |
| Experience of Child Care Planning in liaison and consultaion with other agencies and professionals. | E | AF/I |
| Experience of working with external providers | D | AF/I |
| Setting priorities and allocating tasks, and delegation of duties. | E | AF/I |
| Partnership working with other statutory and voluntary agencies | E | AF/I |
| Knowledge and skills | | |
| High level of ability in both verbal and written communciation | E | AF/I |
| Sound knowledge of children's legislation, practice and protocols. | E | AF/I |
| Ability to lead and motivate Assistant Managers and staff teams | E | I |
| Understanding of the authority's strategic policies and protocols and programmes. | D | I |
| Knowledge of the requirements of the performance management agenda and how to achieve Continuous Improvement. | E | I |
| Strong analytical skills and problem solving capability | E | I |
| Project and Change Management skills | E | AF/I |
| Ability to build and maintain effective working relationships and networks. | E | AF/I |
| Ability to work within given parameters and to deadlines and targets set | E | I |
| Understanding and knowledge of IT systems | E | AF |
| Other (including special requirements) | | |
| 1. Commitment to equality and diversity | E | I |
| 2. Commitment to health and safety | E | I |
| 3. Display the LCC values and behaviours at all times and actively promote them in others | E | I |
| 4. DBS Clearance will be required | E | I |
| 5. The appointee will be expected to attend work on a regular | E | I |

| | | |
|--|---|---|
| <p>basis.</p> <p>6. There is a sleeping in commitment, when required, for which the appropriate allowance will be paid</p> <p>Delete/amend as applicable *This is an essential car user post. However in certain circumstances consideration may be given to applicants who as a consequence of disability are unable to drive.</p> | E | I |
| <p>Date: 16/10/19</p> | | |
| <p>Note: We will always consider your references before confirming a job offer in writing.</p> | | |

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

CONFIDENTIAL

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|--|----------------------|
| Team/Establishment | Residential Services |
| Post title | Registered Manager |
| Description of main activities the employee will be required to undertake (or attach role profile) | |
| Form completed by: (print name) | |

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

| | | YES | NO |
|----|--|-------------------------------------|-------------------------------------|
| 1 | Work at heights (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc.</i>). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2 | Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc.</i>). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3 | Work in unusual environmental conditions (<i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i>). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4 | Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (<i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc.</i>). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 5 | Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 6 | Some contact with hazardous substances (<i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i>). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 7 | Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust. | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8 | Work with lead or lead-based products (<i>e.g. some paints</i>). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 9 | Food handling/preparation (of raw or uncooked food only). | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10 | Occupational fieldwork or work in extreme conditions (<i>e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work</i>). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

| | | YES | NO |
|----|--|-------------------------------------|-------------------------------------|
| 11 | Face to face contact with the public/service users (e.g. at sensitive front line posts re abuse, aggression, assault). | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 12 | Working in isolation/lone working. | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 13 | Work with electrical wiring (e.g. colour blindness). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 14 | Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers). | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 15 | Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 16 | Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 17 | Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers). | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 18 | Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19 | Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period). | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

| | | | |
|--|-----------------------------|-----------------------------|----------|
| Head of Service/Headteacher/Line Manager <i>(please print)</i> | | John Simpson & Michael Nunn | |
| Telephone Number: | 01772 532087 / 01772 533628 | Date: | 16/10/19 |

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