**Job Description**

**Senior Manager Early Help**

Education and Children's Services

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| **Service:** | Children's Services | **Team:** | Senior Leadership Team  Early Help Service | |
| **Location:** | Various across Lancashire | | | |
| **Salary range:** | £62,711 - £68,207 | **Grade:** | | Grade 13 |
| **Reports to:** | Head of Service | **Staff responsible for:** | | Range of Operational Staff and Managers G11-9 and equivalent. c 3-7 direct reports |

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| **Job Purpose** |
| Working in a critical operational area the post will contribute to the Council's corporate vision and reputation to maintain/increase quality service delivery and public confidence.  **The post holder is a senior professional with pivotal involvement in overseeing operational delivery in the Early Help field, principally but not exclusively, operational delivery in the North area of Lancashire which includes Lancaster, Fylde and Wyre areas. Working with the Head of Service to develop, implement and provide direction at a senior level to inform the operational strategy of the service area and leading on behalf of the service in a number of related 'thematic' areas such as Inclusion, Neglect, Quality Assurance, Workforce Development.**  Responsibility for managing a cluster of family hubs/neighbourhood/family support delivery teams, ensuring that children, young people and families receive first class, timely early help support to meet their needs, manage risks to children and maximise children’s life chances.  Deliver robust management oversight including performance management, contribute to processes for safeguarding and statutory and non-statutory inspections, and plan outcomes for the continuous professional development of staff and improvement of the quality of services for their area of responsibility.  Manage direct spend and staffing budgets maximising service provision but ensuring spend remains within allocated resources.  The Senior Manager will provide strategic oversight to support the delivery of effective early help level support and services to children, young people and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;  ***Children, young people and their families are safe, healthy and achieve their full potential***  To deliver this vision we have agreed some key outcomes:  ***Five Outcomes***   1. Vulnerable children and young people are safe from harm and build resilience. 2. Children and young people achieve their full potential in education, learning and future employment. 3. Children and young people enjoy heathy lifestyles and know how to help others. 4. Children, young people and families have a voice in shaping the support they receive. 5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay. |
| **Scope of Work** |
| Post holders will need the highest level of professional knowledge and experience within their area of expertise, exercising a critical level of expert and authoritative advice, guidance and direction. Post holders will provide technical/specialist guidance and professional development to a team of professionals. The main role will be to provide significant and critical direction, advice and support and work collectively with senior management and service managers. |
| **Accountabilities/Responsibilities** |
| **Vision, Strategy and Performance**  Responsible for:-   1. Ensuring delivery of Service Plan objectives for their early help service areas of responsibility and delivering results to meet the needs of the community or customer through effective leadership of people. 2. Developing and embedding a performance culture that delivers results through rigorous challenge, disciplined delivery and continual improvement, ensuring that resources are targeted on business priorities and meeting customer needs. 3. Maintaining effective systems for monitoring, reviewing and evaluating staff and own performance against the service’s objectives. Take appropriate corrective action as necessary. 4. Providing leadership and direction to staff teams to ensure we underpin the alignment of early help activity with achieving public health outcomes, in line with our funding inputs from the Public Health Grant. 5. Supporting the Head of Service in the preparation of proposals for the strategic direction of the services functions, which supports the Council's overall future direction. 6. Being fully conversant with amendments or additions to national, regional and local influences, legislation, council procedures etc. and plan for consequent changes to services. 7. Providing leadership and direction to staff; setting out the service goals; conveying how they support the fundamental purpose of the council and energise staff towards their achievement incorporating the Council’s values and behaviours. 8. Ensuring that the Council performs its duties and functions in fulfilment of its defined obligations. 9. The managerial leadership of the defined staffing group and its services and thematic roles and functions set within the Early Help Service. 10. Promoting managerial responsibility for cross-organisational group working, and across boundaries with other agencies and partners, to improve services and solve problems in a coherent and integrated manner. 11. Ensuring that relevant and best professional advice, guidance and information is available in an intelligible and timely fashion to appropriate senior officers and other managers as required. 12. Sustaining and improving the overall reputation of the Council and acting in the best interests of Lancashire County Council through effective representations locally, regionally and/or nationally.   **Effective Processes**  Responsible for: -   1. Supporting the development of the Council’s policies, processes, practices and systems in respect of the early help service function, contributing to and ensuring that they are current, of a high standard, conform to best practice, comply with relevant policy and guidance and/or meet the needs of the Council within that service area. 2. Ensuring, within own group of accountabilities, that all Council policies, processes, practices and systems, including those covering early help delivery, resource and relationship management, are operated/implemented in accordance with Council requirements. 3. Reviewing, evaluating and recommending the necessary action to amend service processes, practices and systems that lead to improved service delivery. 4. Reviewing as appropriate, the effectiveness of other Council policies that impact on the delivery of services by the group and working with the corporate organisation for the overall improvement of services to the community. 5. Establishing mechanisms for the collection of a range of information and/or data on the service function and its performance, including its analysis, interpretation, processing and presentation. 6. Performing and ensuring the discharge of administrative duties (including budget control, record keeping and health and safety) 7. Writing reports, and making presentations when required for a wide audience, such as Council Members, Project Boards, Cabinet and Council Committees, Community Groups etc. 8. Ensuring that effective arrangements are in place to secure the well-being and the health & safety of all employees and people delivering early help services for the Council.     **Organisation Learning, Growth and Sustainability**  Responsible for:-   1. Ensuring that all staff and managers keep abreast of the Council’s changing legal obligations and mandates. 2. Using internal/external relationships to get feedback on the effectiveness of services delivered, continuously re-evaluate these services and make recommendations for, or take action to, make appropriate changes. 3. Continuously reviewing and supporting the development of the strategies, policies, procedures and processes relating to own professional area and group remit, taking into account the views of all stakeholders both internally and externally. 4. Provide positive leadership, acting with openness, honesty and integrity, and instilling a clear sense of direction, priority and pace. 5. Leading people in an inclusive way to deliver strategic and operational objectives. 6. Ensuring workforce capacity and capability to maintain the professionally safe delivery and viability of services. 7. Representing their  Head of Service and the wider Directorate at strategic meetings   **Service Delivery**  Responsible for:-   1. Ensuring delivery of Service Plan objectives for the accountable team’s areas of responsibility and delivering results to meet the needs of the service users through effective organisation of the team and monitoring of workflow. 2. Developing and embedding a performance culture within teams to ensure that targets are met and poor performance is effectively managed by relevant managers. 3. Maintaining effective systems for monitoring, reviewing and evaluating staff and own performance against the team’s objectives within the Service. Take appropriate corrective action as necessary. 4. Overseeing the accountability of aligning service delivery directly with delivering public health outcome improvements for children and families. 5. Visibly and actively supporting and promoting the corporate activities of the Council and the values and behaviours of the Council. 6. Ensuring all staff are trained, supervised, developed and supported to provide the best possible outcomes for children, families and carers, seeking help from more senior managers and corporate colleagues as appropriate. 7. Ensuring that the Council performs its duties and functions in fulfilment of its obligation. 8. Bringing to senior management team solutions to identified issues/challenges for discussion and consideration.   **Management of staff**  Responsible for:-   1. To ensure that teams within the oversight of the post have in place appropriate systems and procedures to prioritise and workflow by allocating staff and resources appropriately, in accordance with demand and assessed needs and Education and Children's Services policies. 2. To monitor the team’s performance with reference to key performance indicators for early help services. 3. Supporting the development of the Council’s policies, processes, practices and systems in respect of early help service functions, contributing to and ensuring that they are current, of a high standard, conform to best practice, comply with legislation, policy and guidance and/or meet the needs of the Service. 4. Responding to escalated queries in relation to thresholds, assessments, step up/down cases. 5. Reviewing, evaluating and recommending the necessary action to amend service processes, practices and systems that lead to improved service delivery. 6. Undertaking audits in line with the service’s quality assurance monitoring requirements.   **Partnership and Collaborative Working**  Responsible for:-   1. Contributing to and influencing multi agency discussions and decisions 2. Engagement with children, young people and families to ensure that their requirements are at the heart of the design and delivery of early help services in accordance with the Council’s customer service strategy. Giving prompt attention to any complaints/concerns raised about the services/decision making of the team. 3. Building and promoting successful partnership working across agencies and with children and young people and their families, to deliver more cost effective and valued services. Ensuring that the needs of all stakeholders in Lancashire are met by modelling behaviour, which fosters equality of opportunity in service provision and employment. 4. Using internal/external relationships to get feedback on effectiveness of services delivered, continuously re-evaluate these services and make recommendations for, or take action to, make appropriate changes.   **Other**   1. Periodic involvement in rotas for Standby and Significant event duty as appropriate to the needs of the service 2. Flexible application of working hours to respond to periodic service needs to work outside of core weekday/daytime hours   *Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.* |
| * **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 help us to apply our general statement of health and safety policy.   * **Customer Focused**   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. |
| **Our Values** |
| **We expect all our employees to demonstrate and promote our values:**   * **Supportive**   We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.   * **Innovative**   We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.   * **Respectful**   We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.   * **Collaborative**   We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone. |

**Person Specification (Grade 13 – Managerial)**

**Senior Manager**

Education and Children's Services

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| **Requirements** | **Essential (E) or**  **Desirable (D)** | **Identified by**  **Application**  **Form (A) or**  **Interview (I)** |
| **Qualifications:** |  |  |
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| Professional and/or Graduate level (academic level 6) qualification in a relevant subject matter | E | A |
| Management Qualification or significant management training | D | A |
| **Experience:** |  |  |
| Substantial operational management experience in Early Help at a senior level (Team/Area Manager or above) | E | A, I |
| Experience in managing large and/or complex operations/functions/services | E | A, I |
| A demonstrative record of delivering high quality services, advice and guidance | E | A, I |
| Service transformation and managing change within a relevant area of responsibility | E | A, I |
| Evidence of successful integrated partnership working with colleagues across service areas and with other agencies to promote children and young people’s best interests. | E | A, I |
| Demonstrable commitment to diversity issues in both service provision and employment practices | E | A, I |
| Experience of planning, commissioning and performance frameworks and operating these within a multidisciplinary and partnership environment. | E | A, I |
| Engaging, advising, guiding, and directing managers and team members within a relevant area of responsibility | E | A, I |
| Experience of inspiring and motivating teams to drive services forward, achieving high quality delivery and continuous improvement | E | A, I |
| Developing initial service plans and managing services in line with agreed budgets, targets and plans | E | A, I |
| Initial strategy, policy and procedural development and implementation across a relevant area of responsibility | E | A, I |
| Management and development of teams to ensure high quality service delivery within an uncertain environment | E | A, I |
| Significant experience of direct management oversight of risks and thresholds in early help cases. | E | A, I |
| **Knowledge and Skills:** |  |  |
| Children Acts 1989 and 2004, Children and Young Person’s Act 2008, Working Together 2023 | D | A, I |
| A clear understanding and awareness of the government agendas as applied to children and young people’s/ early help services and the ability to translate them into service requirements. | E | A, I |
| Ability to develop, motivate and challenge services/teams in a changing environment | E | A, I |
| Ability to quickly build credibility with managers, team members and stakeholders | E | A, I |
| Ability to influence senior leaders and decision makers by providing appropriate and considered advice and guidance on service-related matters |  |  |
| Ability to contribute to the delivery of high-quality services within challenging targets and budgets | E | A, I |
| Ability to develop strategy, new initiatives and new ways of working, in line with statutory/legislative/corporate changes | E | A, I |
| Ability to evaluate service delivery to inform and resolve service issues and/or improve services | E | A, I |
| **Other (including special requirements)** |  |  |
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| 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. This is an essential car user post. You will be required to  provide a car for use in connection with the duties of this  post and must be insured for business use.  In certain circumstances, consideration may be given  to applicants who as a consequence of a disability are  unable to drive. | E | I |