



Job Title: Service Manager	Role Profile Number:
Grade: Salary:	Date Prepared: November 2020
Directorate/Group: Children's Services	Reporting to: Director Children's Social Work
Structure Chart attached:	Yes

Job Purpose

To strategically lead a service area within Swindon Borough Council Children's Services and work effectively with colleagues and partners in order to ensure delivery of high quality, strengths-based and outcome focussed services in accordance with statutory responsibilities and regulations.

To ensure the provision of services that safeguard and protect children in Swindon and to be an excellent and ambitious corporate parent to children in Swindon's care.

To drive service improvement and support innovation in the development of services. To deliver on the Council's, Directorate's and Service's vision, priorities, and strategic and operational plans.

Key Accountabilities

- To ensure that the voice of the child is at the heart of practice with children and their families and that services are responsive and impactful for them.
- To ensure that through quality assurance and effective performance management we are able to deliver a high quality service that has measurable positive outcomes for children.
- To establish and maintain strong partnerships with multi-agency partners to deliver effective support for children, young people and families with child safeguarding and corporate parenting needs. This includes responding promptly to concerns raised by internal and external stakeholders about individual children and service wide issues
- To collaborate with others to create the best results in service provision for children, families, and care leavers, including using resources efficiently.
- To create the conditions for excellent practice to thrive by monitoring caseloads, and securing a culture of reflection, feedback, learning and support.
- To recruit and retain the optimum workforce that can deliver highly effective relationship-based practice.
- To lead the teams you are responsible for to achieve, to improve, and be solution focused.

- To be able to understand, use, and promote the use of data to benchmark and analyse performance, and to use evidence from quality assurance activity to evaluate practice and improve services.
- To embed an approach which facilitates learning and development and an accountability to children, their families and the workforce
- To lead by example by offering reflective supervision to direct reports and facilitating group supervision in teams
- To observe practice in your service area and provide meaningful feedback that supports improvement in service delivery.
- To manage risk effectively; to anticipate, plan for, and escalate issues which effect the service's resilience and effectiveness.
- To plan, manage and monitor the use of available financial, physical and human resources, and make efficiency savings to ensure that the strategy for the directorate is achieved.
- To produce strategic and service plans that are SMART, focused, outcome orientated, and ambitious.
- To represent the directorate and department in a range of internal and external fora, conveying professional confidence and instilling trust in the organisation.
- To provide reports and briefings to Directors, Council elected members, and partners, in response to specific case matters or development of policy and legislation relevant to the service in the interests of children, families and care leavers.
- Dependent on service area, to perform functions relating to Agency Decision Maker, and Registered Provider of Fostering and Adoption services.
- To ensure that the statutory inspection process of all services are managed and all requirements of inspection are met in a timely way.
- To ensure that any commissioned services are procured and monitored in line with the Council's Policies and Procedures.
- To participate in the out of hours on call Senior Management rota as required.
- To be able to scan the horizon and be responsive to any changes in legislation, guidance and policy; and to identify innovation with proven results to bring to Swindon.
- To promote and develop good working relationships in accordance with HR policies and codes of practice, and to follow agreed procedures for the resolution of staff disputes, and concerns about absence, conduct, performance, and competence.
- To respond effectively to complaints about the service.

Supplementary Accountabilities

- Provide delegated cover for the Director of Children's Social Work as required

Knowledge & Experience

- Demonstrable evidence of leadership and management development.
- Demonstrable evidence of managing child protection and other social work services to safeguard children, including direct responsibility for operational staff.
- Thorough knowledge of relevant legislation, guidance and the policy context relating to the work of children's services and social work
- Ability to lead and implement change including with partners from other organisations
- Excellent management and leadership skills
- Demonstrable project management experience

Contacts and Relationships

Wide range of audiences both internally and across organisational boundaries:

- Children, young people, parents, and wider family
- Member of senior management team and leader of service management team
- Commitment to a user-centred approach
- Commitment to challenging all forms of unfair and unlawful discrimination, false assumptions, prejudice and stereotyping, and to ensure effective implementation of policies, procedures and practices to ensure all people have fair and equal access to our services and job opportunities
- To remove discrimination, develop equality of opportunity, eliminate harassment, promote better relationships between different communities and encourage participation in public life.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	