

**Manchester City Council
Role Profile**

Service Lead, Grade 12

**Children's Social Care, Directorate for Children and Families
Reports to: Strategic Lead (Children's Social Care)**

Job Family: People Care & Support (Indirect)

Key Role Descriptors:

The role holder will drive the design, development and implementation of evidenced strategies and will commission, oversee, analyse and interpret complex work packages and deliver high quality projects, reports and presentations in relation to children and families.

The role holder will work collaboratively with both internal services and external partners in a manner which is focused on organisational objectives and embraces the principle of joint working.

They will ensure the effective and prioritised deployment of resources to provide reliable information and support to managers and decision makers.

Key Role Accountabilities:

Working collaboratively across the wider Council, provide specialist advice regarding the development and implementation of strategic organisational objectives providing information, support and challenge to ensure that client services meet their objectives outlined in business plans and cases.

Ensure services are effectively aligned to and accountable for the delivery of service and authority objectives.

Lead the development of strategic responses through the provision of specialist advice, insight, support and challenge to support the delivery of organisational priorities, and to ensure the Council is able to meet its legal obligations.

Ensure the development, maintenance and monitoring of effective systems and information to support the delivery of key objectives.

Represent the service/organisation in meetings, working groups and other forums, providing an input that proactively drives delivery of priorities.

A strong and clear advocate for the organisation's *m people* approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of

a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Demonstrate personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled, every effort will be made to supply all the necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If however, a certain task proves to be unachievable, job redesign will be pursued.

Role Portfolio:

The Service Lead will utilise their Social Work management experience to oversee a number of front line children's social work teams across our duty and assessment function, our Child in Need and Court teams, or our Looked After Children's Teams. The primary purpose of this role is ensure good standards of practice are met and that team performance is good. The role holder will be a key decision maker in a locality area for children known to social work services. The roles which provide an operational and strategic function within the service and will specifically:

- Manage risks to children and maximise children's life chances ensuring great outcomes are achieved.
- Oversee up to 5 social work teams in a locality based setting - ensuring the statutory duties of the service are met, and driving standards of practice to 'Good'.
- Maintaining effective systems for monitoring, reviewing, auditing and evaluating staff against service objectives through regular performance activities for example high quality supervision, and taking appropriate corrective action as necessary.
- Promote cross-organisational service working with other agencies and partners to enable an integrated approach to service delivery.
- Contribute to the development of the strategies, policies, procedures and processes relating to one's own profession area and accountability, taking into account the views of all stakeholders.
- Support workforce planning through recruitment and selection, retention, targeted support for newly qualified Social Workers, talent management and succession planning.
- Ensure all staff receive a comprehensive induction programme, high quality supervision, annual performance reviews and continuous professional development.

Service Lead – Key Behaviours, Skills and Technical Requirements

Generic Behaviours: Leader

- **Demonstrating Resilience** Finds the best path through conflicting pressures and competing demands, while always keeping their eye on the goal
- **Working Together** Pro-actively targets key stakeholders and influencers and builds effective relationships with them
- **Personal Responsibility** Takes ownership, accountability and responsibility for making the right decisions for the business
- **Positively Aspiring** Ensures that others recognise how they can play their part in achieving the vision

Generic Skills

- **Communication:** A skilled communicator in terms of the political/ officer interface who exhibits integrity and creates rapport, trust and confidence. Ability to sell ideas and concepts with the ability to articulate shared vision across a range of stakeholders and to negotiate effectively to achieve successful outcomes.
- **Analytical skills:** Ability to turn strategic ideas and objectives into practical, well organised plans which manage change and impact on the whole service or the wider Council.
- **People Management:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.
- **Policy skills:** Ability to interpret the political context at a national, regional and sub-regional level to identify policy priorities and predict future trends and challenges.
- **Planning and organising:** Ability to identify patterns, trends and long term possibilities; can create and shape a vision of the future that fits in with the Council's long term objectives and is able to articulate strategy to a wider audience. Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
- **Creative Skills:** Ability to think creatively to proactively potential future scenario's and to develop a range of creative solutions that meet the strategic needs of the business and are new and original.
- **Financial skills:** Excellent financial planning skills to develop short, medium and long term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity.

Technical requirements (Role Specific)



- An excellent understanding of the Local Authorities Statutory responsibilities, legislation and current guidance in relation to children's social care. Can demonstrate you have applied this in practice.
- Proven ability to effectively manage and lead services relating to children's social care.
- An experienced social worker who has extensive experience of managing and leading services for looked after children and young people and those in need of protection.