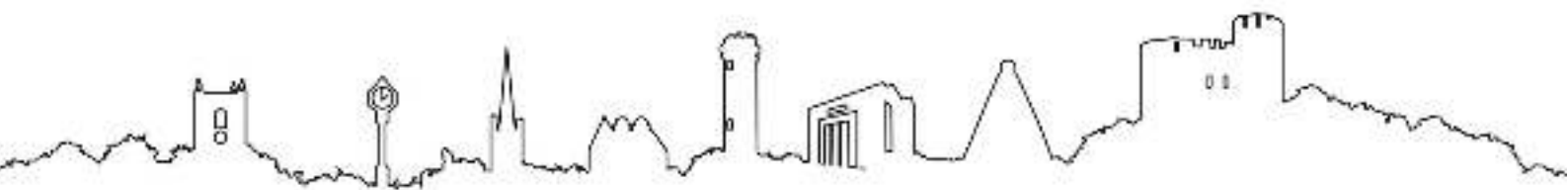
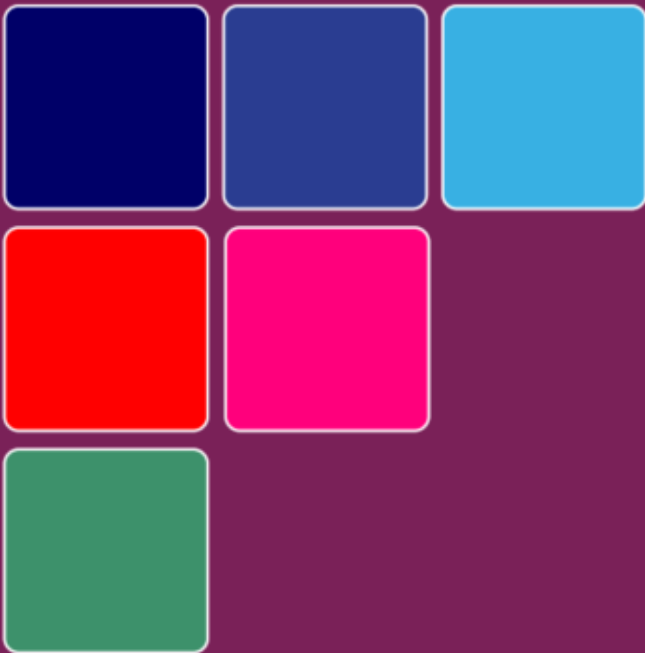


# Service Manager



**Working as One Council in**  
the historic capital of the Black Country



# DMBC Operating Model 2024 - Vision:

A community-focused, financially resilient, collaborative, and sustainable council delivering the services required to support and meet the essential needs of residents, businesses, and the local economy.

*Case for Change July 2024*

## Our Values:

Our values describe what we stand for and how we operate, and we expect our values to be lived and role-modelled throughout our organisation.



...we will be one council, building an effective and dynamic organisation

# Job Description

**Job Title:** Service Manager  
**Grade/Salary:** G14  
**Reports to:** Principal Service Lead  
**Post Number:** PS49

## **Role Purpose:**

- The post holder will have responsibility for social work teams.
- A key responsibility is to ensure that children, young people, carers and families receive first class specialist assessments and timely support to meet their needs, manage risks to children and maximise children's life chances.
- Delivering on high quality practice standards as part of the Children's Improvement Plan, is a key priority to ensure the continuous professional development of staff and improvement of the quality of services for which responsible.

## **Specific Responsibilities:**

- Engage with and build positive relationships with children, young people and families ensuring their needs are at the heart of service design and delivery.
- Provide sound leadership, direction, priority and pace for all children's staff for the delivery of high quality social work practice.
- Support a performance culture that delivers results through rigorous challenge, professional support and a determination to ensure continuous improvement in meeting the needs of children and families in Dudley.
- 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.
- Support Heads of Service to produce reports and presentations for a wide audience including elected members, project boards, cabinet and council committees etc.
- 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.
- Lead and support a process of continual improvement of children's social care to contribute to improved life chances for children, young people and their families.
- Support workforce planning through recruitment and selection, retention, NQSWs/ASYEs, talent management and succession planning.
- Ensure all staff receive a comprehensive induction programme, high quality supervision, annual performance reviews and continuous professional development.
- Effectively manage a service budget, ensuring spending is within agreed limits and timescales.

## **Key Responsibilities:**

- To be accountable for and promote equality, diversity and community cohesion to meet Group, Department and Function objectives. All employees have a responsibility not only for their own behaviour, but also for others regarding equality of opportunity. Any incident must be reported.
- To participate in a Performance Review and Development meeting and undertake a plan of training where necessary. Develop his/her own skills and expertise in a professional manner.
- In addition to all the responsibilities listed above, all employees must be flexible in their approach and undertake other duties that are commensurate with post holder's level, wherever they may be, to achieve the objectives of the Group.
- To represent the Council and Group in a professional manner meeting the Corporate and Group aims. To comply with Group and Corporate policies.
- If appropriate to be responsible for the recruitment and performance management of designated teams and individuals in accordance with Corporate and Group aims and management style.
- To comply with the council's financial regulation and standing orders
- To actively promote Dudley's commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults at a level appropriate to this group.
- Employees must comply with health and safety legislation and will be required to comply with the Council's Health and Safety Policies. All employees must ensure that they take reasonable care of their own health and safety as well as the health and safety of any person that is affected by their actions.
- To be responsible for adhering to legislative requirements and Council Policies and Procedures including, but not exclusively health & safety, Data Protection and Internet/Email use.

## **Special Conditions:**

This post is subject to the DBS checking process (*delete if not applicable*)

Driving Licence will be subject to checking with the DVLA. It is a council requirement to have Business Use Car Insurance and a valid MOT certificate (For cars over 3 years old) (*delete if not applicable*)

The post holder is required to work onsite 3 days per week

Prepared by: Associate Director – Children’s Social Care

Date: January 2022

# Person Specification

## Essential criteria:

Qualifications and Experience		Application form	Technical assessment	Interview
1.	Experience of working successfully as a manager and leader to develop high performing children's social work teams across the assessment service			
2.	Experience of performance management and quality assurance in service design and delivery			
3.	Experience of providing supervision and consultation			
4.	Signification experience in providing social care services for children and families			
5.	Experience of being involved in cultural and organisational change in complex organisations			
6.	Evidence of successful integrated working with colleagues across service and partner agencies to promote the children and young people's best interests			
7.	Experience of being involved in developing, auditing and monitoring services			
8.	Registered, or eligible for registration, on the GSCC Register for qualified social workers			
9.	Evidence of Management/Supervisory training and/or willingness to undertake such training			
10.	Evidence of continuous professional/management development			
11.	Substantial experience of providing high quality services to children, young people and their families in a local authority, including policy development, strategic planning and managing change			
12.	Experience of applying risk management in setting strategy and identifying and managing principal risks to the achievement of objectives			
13.	A broad understanding of the wider public sector and current social policy issues			
14.	Knowledge of relevant political, legal, operational, commercial and social aspects of Children's Services			

15.	Understanding of the political process in local government and the role elected members			
16.	Extensive specialist knowledge of services for the relevant client group			
17.	Ability to lead within your service area function, induction the ability to articulate with coherence and clarity, the vision for the service			
18.	Ability to gain ownership of directorate goals and objectives and to motivate staff;			
19.	Ability to engage and involve service users and cares planning and delivering services			
20.	Ability to deliver, by planning work and setting targets for the achievement of objectives			
21.	Ability to set and monitor performance standards to achieve improvements in service delivery and successful outcomes for service users			
22.	Ability to analyse and think strategically, anticipating and responding to complex problems or local/national policy imperative			
23.	Able to demonstrate competence in financial management, budget management including the analysis of financial service activity data and prioritisation of finite resources			
24.	Able to communicate effectively, verbally and in writing			
25.	Able to use interpersonal skills to build and maintain relationships with other staff at all levels and with external partners			
26.	Demonstrate commitment to anti-oppressive and anti-discriminatory social care practice and management			
27.	Ability to make clear assessments and make appropriate decisions after assimilating a wide range of views			
28.	Currently prepared to become IT literate in line with the requirements of the job			
<b>Skills and abilities</b>				
29.	Proven commitment to public service and the ability to champion equality, diversity and inclusion and embedding these as core values			
30.	Resilience			
31.	Creativity and flexibility			
32.	Confidence			
33.	Assertiveness			

34.	Self motivated and positive			
35.	Honesty and integrity			