

Job Description

Job Title	Service Manager – Family Hubs and Children's Centres
Directorate	Children and Young People's Services
Service Area	Commissioning and Early Help
Grade	12
Competency Level	Level 3
Salary	£68,419 – £75,869
Job Type	Hybrid/
Location	Cunard Building
Disclosure and Barring Service (DBS)	Enhanced with Child Barred List (Child Workforce)
Job Evaluation Ref No	A9254

Job Purpose

To provide clear leadership within Children's and Young People's Services, specially within the service area, ensuring that Liverpool City Council meets its aims, core values and business objectives.

Be accountable for the development and operations of the service, ensuring that all statutory responsibilities are undertaken to a high standard.

To assist and support the Head of Service in the overall management of the department and the drive for excellence.

Directly Responsible For:

Staff and teams within a specific service area of Commissioning and Early Help, including but not restricted to Early Intervention/Preventative Services, Family Hubs, Children's Centres, and Early Years.

Directly Responsible To:

Head of Service for Family Hubs and Children's Centres

Main Areas of Responsibility:

- To provide professional and managerial leadership ensuring a high standard of service delivery in line with the vision and values of the City Council
- Initiate and develop strong working relationships both internally and externally
- Model inclusive practice in relation to identity and diversity, challenging any issues of concern
- Visibly promote and demonstrate a strong commitment to equality and non-discriminatory practice in all areas of the service and wider business
- Ensure that the strategic vision is translated into clear objectives and initiatives
- Full line management responsibility for professional staff and teams based in different work locations which include managing staff performance, wellbeing, recruitment, induction, training and any disciplinary issues by following all HR policies and procedures
- Actively promote best practice to ensure consistency, fairness and transparency at all times
- Deal with conflicting demands and prioritise work in line with Directorate and corporate priorities

- Build and maintain effective networks in order to seek out new ideas and innovations to improve service delivery
- Deliver a performance driven culture through the development of service excellence, people planning and financial and budget management. Ensuring continuous improvement, value for money and best value are delivered
- Develop staff performance and set appropriate target levels of service. Create a positive learning and working environment through delegation, mentoring and coaching of staff and through the identification of training and development needs
- Take responsibility for the development and provision of high-quality management information and documentation that is timely, accurate and meaningful
- Promote strong, direct and effective communication and involvement with all stakeholders, including children, young people and their carers in improving and developing service provision
- Support the work of elected members at the strategic level
- Work in a corporate and collaborative way with all managers, elected members and staff
- Represent the Directorate at local and regional events as required for learning and sharing opportunities
- To provide effective leadership and management to staff within the service and ensure a high-quality service is provided to children, young people and their families
- To embed a culture of continuous improvement underpinned by the robust use of the performance management and quality assurance frameworks
- To develop and sustain effective partnerships with partner agencies and jointly develop services/initiatives that will improve outcomes for children and young people
- To ensure that the service meets its statutory obligations and complies with statutory guidance and timescales

- To provide support and supervision to team members on a planned regular basis in line with the Supervision policy. This includes conducting annual Performance and Development Reviews and ensuring development plans are implemented
- To identify trends, changing needs and priorities in the provision of services as they relate to children and young people
- To develop and implement a service business plan and contribute to the Department's business plan
- To manage a delegated budget, monitor expenditure and take action to remedy deficits
- Provide cover for other Service Managers, as and when required
- To chair meetings in line with service and departmental requirements
- To ensure protection of vulnerable adults, quality assurance and clinical governance policies & procedures are addressed and monitored in all areas of social and health care
- To participate in the recruitment and induction of staff
- To respond to complaints, learning lessons and embedding these in practice
- Ensure that client information data is lawfully gathered, accurate, up to date and only divulged in accordance with the General Data Protection Regulation 2016 (GDPR) and the local government common law of duty of confidentiality. Failure to apply these duties can lead to the individual or the Council facing financial penalties or court proceedings
- Take responsibility for developing and maintaining the required management knowledge and professional expertise for the role through Continuous Professional Development
- Take responsibility for obtaining regular professional supervision to ensure effective and reflective practice
- To effectively manage own allocated workload by appropriately prioritising tasks and through efficient time management

- In addition to his/her principal duties the post holder will be expected to contribute more widely to the overall development of the Directorate and the Council

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory & non statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget, and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Budgetary responsibility will include the associated budgets for the services the post holder is directly responsible for

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This position will require the post holder to sit for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **Level 3**.

[The competency framework can be found here.](#)



This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to Degree or equivalent (A)
- Evidence of continuous professional development, which reflect commitment to both effective management in a large organisation and maintaining professional expertise (A/I)

Experience

Essential

- Substantial senior management experience in a large agency/organisation relevant to the provision of services for children and young people and their families and a proven track record of managing effective services (A/I)
- A proven track record of working in a performance and quality assurance culture and achieving good quality work within teams (A/I)
- Experience of successful partnership working with a ranger of internal and external partners and organisations to achieve positive outcomes for children and their families (A/I)

Desirable

- Experience of policy development and implementation in line with current government legislation, local priorities, and national best practice



- Visioning, developing & implementing programmes of change
- Project planning & the developing of new initiatives

Skills/Abilities

Essential

- Knowledge of childcare legislation, statutory guidance, best practice research, the Assessment Framework and other relevant assessment and planning tools (A/I)
- Knowledge of child development and family dynamics (A/I)
- Ability to provide clear leadership and direction across the service (I)
- Good interpersonal skills with the ability to influence, negotiate and work collaboratively with partners, internal and external, to embed productive working relationships (A/I)
- Ability to communicate effectively, both verbally and in writing, adapting style as appropriate according to the target audience (A/I)
- Ability to analyse complex information and data and make informed decisions with regard to action to be taken (E)
- Skills in implementing performance and quality assurance processes, achieving targets, and delivering high quality practice (I)
- Ability to manage performance at team and individual level and challenge poor performance positively and constructively (A)

Desirable

- Ability to inspire and motivate others
- Ability to encourage and foster innovative practice
- Skills in managing change, communicating the reasons for change and delivering the vision

- Ability to manage budgets within agreed resources
- Ability to lead and contribute to policy development
- Ability to undertake and manage projects, meeting set targets within timescale
- Ability to produce service business plan with team managers
- Ability to recognise and promote safety, health, wellbeing, and emotional resilience for both self and colleagues
- Be a team player
- Ability to use IT effectively to support communication, workload, and a flexible working approach

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Ability to demonstrate a commitment to own professional development and that of other colleagues
- Ability to understand and demonstrate a commitment to equality and diversity

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level