

Job Description

Job Title	Service Manager Family Help
Directorate	Children and Young People's Services
Service Area	Family Help
Grade	12
Competency Level	2
Salary	£68,419 - £75,869
Job Type	Hybrid
Location	City Wide
Disclosure and barring service (DBS)	Enhanced Child & Child Workforce
Job Evaluation Ref No	A9246

Job Purpose

- To provide clear leadership within Children and Young People's Services, specifically within the service area, ensuring that Liverpool City Council meets its aims, core values and business objectives
- Be accountable for the operation of the service, ensuring that the welfare and safeguarding of children is paramount and 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 within a specific service area of the Family Help Service

Directly Responsible To:

Head of Service Family Help

Main Areas of Responsibility:

- To ensure the Council meets its statutory obligations to safeguard and promote the welfare of children, complying with legislation, statutory guidance, policy and procedures and relevant frameworks
- 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
- Encourage a continuous improvement environment to develop an outstanding service
- Be responsible for the effective management of all HR policy and procedures, including disciplinary, welfare and attendance processes
- Actively promote best practice to ensure consistency, fairness and transparency
- 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 a 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 participate in the 'out of hours' service rota as required

- To undertake the role of liaison officer or casework co-ordinator as part of the Emergency plan
- 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
- To provide professional managerial leadership for a range of projects and initiatives that are delivered by the Family Help Service

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 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
- Include details of the value of budget/financial responsibility and what this budget should be use 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:

- Will involve long periods of being seated

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 **2**

[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)
- Social Work degree or equivalent social work professional qualification (A)
- Registered with Social Work England (A)
- Evidence of continuous professional development, which reflects commitment to both effective management in a large organisation and maintaining professional expertise (A, I)

Experience

Essential

- Substantial management experience within a children's social care & family help environment and proven track record of managing effective teams (A/I)
- Proven track record of working in a performance and quality assurance culture and achieving good quality work within the team (A)

Desirable

- Experience of successful partnership working with a range of internal/external partners and organisations to achieve positive outcomes for children

- Experience of managing change
- Experience in the delivery of trauma informed approaches
- Experience of managing projects and new initiatives

Skills/Abilities

Essential

- Thorough understanding of the legislative and policy framework within which children's services operate and knowledge of the associated current and emerging issues facing the sector (A)
- Ability to influence, persuade and negotiate at all levels within the organisation and with external agencies / partners (A/I)
- Strong analytical skills (A/E)
- Good organisational skills and the ability to work in a demanding environment (A)
- Demonstrable creative/innovative skills and ability to develop solutions to problems within the service and department (I)
- Ability to form good judgements and make informed decisions (A)
- Good interpersonal skills enabling productive working relationships with staff, colleagues, and partners (I)
- Ability to manage and transform performance to achieve outcomes and objectives within the performance management framework (A/I)

Desirable

- Excellent communication skills, including the ability to articulate a vision and present clear and concise reports to a wide range of audiences

- Ability to use IT effectively to support communication, workload, and a flexible working approach
- Project management skills

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

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