

JOB DESCRIPTION

Job Title: Children's Services Manager

Department: Children's Services

Reports to: Assistant Director of Children's Services

Responsible for: Typically up to circa 8 direct reports and all staff and workers in a designated Service or cluster of services/projects. Shared responsibility for the proper engagement and support of Volunteers associated with the Service(s)

Key working relationships:

Internal contacts:

- All relevant specialist Functions: Finance, Policy & Research, People, Premises & Facilities, CAUI, IS, etc.
- Volunteering Support arrangements for Locality
- Business Support & MI arrangements for Locality
- Business Development staff
- Safeguarding leads and related roles
- Business Line colleagues as necessary

External contacts:

- Local Commissioning bodies and other key funding stakeholders
- Multi Agencies and partners in practice
- Specialist groups/forums relevant to Service delivery

Job Purpose:

To make a real difference in the lives of Children, Young People and Families by:

- Leading and managing a Service(s) to ensure a positive impact on children, young people and families through the effective and efficient delivery of Children's Service activities and practices.
- To influence and challenge actual and potential Commissioners, partners in practice, and other stakeholders, in order to maintain and develop Barnardo's reputation as an advocate for Children, Young People and Families.

Key Responsibilities:

1. Leads and manages all staff and workers in order to build and maintain a capable and motivated team.
2. Completes all required people management procedures and routines for all staff in compliance to Barnardo's Policies and procedures throughout the employee lifecycle.
3. Undertakes specific duties, services and activities where stipulated in the Service Contract or otherwise defined and agreed with the Commissioner
4. Proactively leads and manages Contract provision, working closely with internal and external stakeholders as necessary, to ensure that progress on delivery and specified targets is monitored and reported regularly, and that any issues are addressed and resolved to the satisfaction of stakeholders
5. Collaborates with the Assistant Director of Children's Services for the Locality to maintain and develop relationships with local commissioning bodies, and key stakeholders, in order to increase the Services reach and scope and to influence best practice in the field
6. Handles all and any representation or Complaints, from any source, in a fully compliant and professional manner to ensure that concerns are addressed, resolved and documented in line with relevant Children's Services Policies
7. Leading and influencing on Safeguarding to ensure an active engagement is maintained in the interests of the child at all levels in the Service and that all issues are dealt with comprehensively and compliantly to Barnardo's policy and procedures; involving all relevant external agencies and authorities as necessary.

8. Contributes as required to external meetings to review Contract outcomes in order to demonstrate, and promote, Barnardo's reputation as a provider of Children's Services
9. To proactively develop and maintain influential working relationships with key stakeholders such as commissioning teams and other agencies in order to be a respected advocate on Children's issues and to enhance Barnardo's reputation in the Locality

Key Activities:

Quality of Practice

- Ensures regular supervision of practitioners, either directly and/or through direct reports assess the quality of practice and the impact made on children, young people and/or families.
- When appropriate, undertakes observation of practice to identify opportunities for learning to enhance the practice of others and improve outcomes for children and young people

Business Development

- Works with the business development unit to provide input, expertise and knowledge to winning work and maintaining existing contracts
- Work closely with the Assistant Director of Children's Services and the Business Development Unit:
 - For tendering/ grant applications
 - To champion new and innovative ideas which improve outcomes for children, young people and families

People and Learning

- Acts as a role model to staff, setting a clear agenda for the service, contributing a sense of common purpose amongst all Children's Services staff
- Actively engages with staff on key aspects of the employment relationship in line with the role defined for a manager in People Policy and Procedures
- Keeps up to date with developments in social care, education, health and other relevant legislation; disseminates information to staff and encourages continuing professional and career development in staff
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- Ensures all employees and volunteers in the locality undertake relevant/required/regulatory learning and development to meet the needs of their service users and to comply with prevailing policy and procedures.

Service Quality, Effectiveness and Risk Management

- Active engagement in all management planning and monitoring processes so that Performance Management and Management Reporting and Information is up to date and meaningful
- Plans and monitors the budget for the Service, exercising good cost management and appropriate financial control to maintain efficiency and effectiveness
- Is accountable for ensuring that Service User Recording is undertaken in line with Barnardo's policies and procedures through regular sampling and monitoring
- Proactively seeks opportunities to improve the effectiveness and quality of the locality and service delivery in order to achieve better outcomes for children, young people and families. Can evidence such impact as required to external stakeholders
- Promotes a culture of safe and effective services within the locality

Equality & Diversity

- Is proactive in promoting equality and diversity matters; monitoring compliance to legislation, policy and practice in all aspects of the Locality's operations and encouraging full engagement on such issues by staff, workers and volunteers
- Promote good practice in equality and diversity in all working

This Job Description and Person Specification reflect the duties of the post as they exist at this time. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

PERSON SPECIFICATION

All criteria are essential unless indicated as desirable (D).

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Please note:

When used for recruitment purposes, applicants must demonstrate in their application form that they currently use the skills outlined below or have used them previously in employment, education, training, volunteering etc. Please refer to the Additional Information Sheet for the additional essential requirements for this post.

Education/Knowledge

- Where statutorily required or stipulated by a Commissioner or the nature of the service - a Relevant Professional Qualification - and registration with any associated regulatory body. Please see the Additional Information Sheet for detail.
- Active commitment to Continuing Professional Development
- Possession of, or working towards, an appropriate management skills qualification (D)
- Sound knowledge of, and experience in, matters of child protection and Safeguarding

Experience

- Demonstrable experience of working with children and young people and in leading others to best practice in the delivery of Children's Services
- Demonstrable record of working constructively with partner agencies, commissioners and other stakeholders, in a way that enhances the reputation of Barnardo's externally
- Demonstrable capability in understanding and managing financial and budgets
- Demonstrable capability in compiling meaningful Management reports and information on performance and impact for commissioners and other Service stakeholders

Skills/Abilities

- Credibility to describe and role model best practice in Children's Services work to all staff and stakeholders
- Can demonstrate effective leadership within Barnardo's through their own behaviour and interactions in the workplace towards staff, volunteers and service users, and externally in dealings with stakeholders
- Demonstrable capability to set team and individual objectives, and to coach towards high performance and continuous improvement
- Ability to demonstrate high standards in their own work and to motivate and direct staff with a sense of common purpose
- Ability to develop and adapt a Service in a changing and challenging funding environment

• **Circumstances**

- Accepts requirement to work in a non-smoking environment consistent with Barnardo's statutory obligations and guidelines on our working environment in all other respects
- From time to time, the role may require attendance at meetings and other events outside of normal working hours, and/or outside the Locality, to meet the needs of management and key stakeholders
- Flexibility in working hours and location, as per contract of employment, with a reasonable consideration for personal circumstances and needs.

Managing Diversity

- Recognises the unique potential that individuals from differing backgrounds, experiences and perspectives bring to Barnardo's and is proactive in their commitment to, and an understanding of, equality and diversity.

Barnardo's Basis and Values, and Equality Code of Conduct

Actively demonstrate Barnardo's Basis and Values and Equality Code of Conduct in all areas of work:

- Respecting the unique worth of every person
- Encouraging people to fulfil their potential
- Working with hope
- Exercising responsible stewardship

Leadership and Management Behaviours

Act as a role model for the Barnardo's Leadership and Management behaviours:

- Driven to deliver
- Leading and engaging
- Strategic thinking

Pre-employment checks will be required for the role.

To be completed by the Pay and Reward Team / People Team

Job Title	Children's Services Manager
Grade	B
Job Family	Children's Services
Job Type	Senior Manager/Principle Professional
Compensation Region	Rest of UK
Job Function (NI only)	