



Childrens Services Manager

Job Description

Role Purpose

Our vision is that every child and young person in the country has a safe and happy childhood. To help us achieve this, the role will:

Provide leadership, operational management to develop a cluster of Action for Children's services to children, young people and their families, ensuring high quality delivery to meet commissioners' expectations and contractual requirements.

In this role, you'll be responsible and accountable for:

1. Ensuring service delivery complies with all statutory regulations and establish performance levels that lead to outstanding or good rating in external inspection; if appropriate, to act as the Registered Manager for a service and any other regulatory requirements as directed
2. Promoting the highest standards of safeguarding practice through leading and managing processes and action around safeguarding, fearlessly speaking out for children, families and young people
3. Working with business development, fundraising and other colleagues, to identify and promote collaborative relationships with existing and potential commissioners working alongside business development colleagues or leading the task of establishing a wealth of local intelligence; preparing and presenting business proposals and or contributing to tenders and grant applications that lead to sustaining or growing the cluster
4. Providing effective leadership, management and implement change and transition to clusters, including start up, growth, closure and reshaping of services and local initiatives
5. Having overall responsibility for planning and deployment of resources to ensure delivery of high quality services
6. Managing and leading a team of professional social care and support staff, to deliver services to meet regulatory and organisational requirements
7. Providing line reports with regular supervision, performance reviews and apply other HR responsibilities and that this approach is replicated through the structure, to lead to the development, motivation and improved outcomes for children, young people and families.
8. Creating and managing cluster budgets, to achieve the required margins through use of agreed controls and monitoring processes, tracking financial and contract performance and pursuing any action needed directly or through management or cross functional lines

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: 25/09/2023 Version: V2

9. Developing and establishing effective working relationships with the commissioner/s and partners, stakeholders, voluntary and community organisations in the locality; provide advice and consultancy and where appropriate contribute or lead on media briefings, partnership boards, safeguarding bodies, other local governance arrangements and community networks
10. Delivering best practice through application and embedding of effective case management and reflective supervision across the cluster
11. Performing tasks and responsibilities to drive improvements across safeguarding, regulatory requirements, health and safety and quality standards by using performance data, evidence, and relevant outcome measures, ensuring compliance with all internal controls.
12. Preparing analytical reports sourced through internal and external information and present to internal and external audiences.

To do this, you will have:

Qualifications and training

1. A qualification relevant to the services within the remit of this post.
2. Evidence of ongoing management training and development
3. Relevant professional qualification

Skills, knowledge and experience

1. Developing and maintaining effective networks, relationships, partnerships and contacts to improve service outcomes.
2. Successful management and delivery of commissioned services
3. Significant experience of managing and developing operational services for children, young people and their families.
4. Leading, motivating and managing a range of social care and support staff to deliver quality social care services.
5. Improving service provision through the workforce, addressing challenges within the management of people and service provision (in particular improving employee performance).
6. Experience of ensuring effective safeguarding practice and process is applied and adhered to and embedded as a core aspect of the service.
7. Managing the submission of tenders and nurturing new business opportunities
8. Providing visible, enabling and supporting leadership to promote and encourage a work ethos that is consistent with organizational values and objectives.
9. Demonstrable understanding of issues affecting social care provision, including theoretical and working knowledge of the applicable regulatory and legislative framework.
10. Demonstrable financial and commercial acumen and awareness through management of budgets, costing and analytics.
11. Managing change projects that are service or practice focused.
12. Collecting, monitoring and analyzing data and management information to support service improvement and development
13. Use Microsoft office packages and management information systems.
14. Negotiating and consultative skills and experience
15. Excellent written and communicative skills, also to lead, chair and contribute at meetings both internal and external to present a professional message in line with agreed objectives.

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: 25/09/2023 Version: V2

16. Successful application of diversity initiatives through service and employment provision.

The competencies that we have detailed above form part of our management competency framework (MCF), you can see the full framework on our Careers website.

Don't meet every single requirement?

If you're excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might just be the perfect person for this role, or another role within the Action for Children family.

In this role, you will be responsible for:

Staff Responsibilities

Number of direct line reports: c.7

Overall staff responsibility: c.40

Financial responsibilities:

Expenditure: >£1m

What else?

Everyone at Action for Children must promote equality, value diversity and work inclusively to ensure everyone feels welcomed and valued.

If you're appointed, you'll need to have a disclosure check.

Flexible approach to working hours and to cover on call arrangements if necessary

Registered by the appropriate regulatory body as Registered Manager for the service.

For completion by the Reward Team:

Operational Job Title: Childrens Services Manager

Panel approval: Reward Team

Job Family: Social Care

Panel date:

Grade: 4

Payscale Ref: SC40

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: 25/09/2023 Version: V2