**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

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| Job Title: | Service Manager (Disabled Children) |
| Salary: | £61,605 |
| Grade: | 16 |
| Hours: | 37 hours, with a flexible work pattern to meet the aims of the service |
| Team: | Disabled Children’s Service |
| Service Area: | Childrens Services  |
| Primary Location: | This is a county wide job and the post holder would be expected to work over the three localitys. Hybrid working is available.  |
| Budget responsibility: |  |
| Responsible to: | Assistant Director – Provider Services |
| Responsible for: | Operational service provision for Disabled Children  |
| Political Restricted Post: |  |

## Job Purpose

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| To lead the operations of the service working closely with children’s social care teams and partner agencies. This role will lead and manage the performance of the service, ensuring that a safe, effective and timely response is provided to children and families who need both additional and specialist services, or urgent safeguarding intervention. They will contribute to and apply the council’s strategy to support vulnerable children and families. To be responsible for collaboration with partners to ensure that there is a common understanding of local thresholds across the partnership, including support and challenge as required. To contribute to the operational management and strategic development of the service as a member of the Children’s Services Management Team, driving a culture of learning and continuing practice improvement across the service.  |

## Job Responsibilities

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| * To lead the continuing development and improvement of the service, overseeing, co-ordinating and leading operational service delivery.
* To maintain clear management reporting arrangements and support, and develop a positive sense of “team” within the service.
* To provide operational guidance and management of the overall service and in doing so, ensure that the Team managers provide effective management of staff performance, ensuring that appropriate workforce development arrangements and robust management of sickness and underperformance are in place
* To ensure that performance in the service meets specified targets, and that effective performance management and reporting arrangements are in place and working effectively.
* To be accountable for the delivery of high-quality services within budget; monitoring and analysing expenditure to ensure efficiency and effectiveness of the service; review and realignment of budgets to meet requirements for targeted service delivery improvements
* To provide monthly reports of the service performance to the DQIPP (Driving Quality Improvement Performance and Practice) board. This includes identifying blockages and areas of poor performance, as appropriate.
* To ensure that ICT requirements are identified and that ICT systems, including external procurement, meet service requirements support good performance.
* To ensure that a culture of continuous improvement is embedded in the service by reviewing processes alongside the AD and embedding learning from audit and inspection.
* Contribute to service delivery planning working closely with peers within children’s social care and Education more widely to achieve the Council’s priorities.
* To work with the Service Managers throughout Childrens Social Care and with Education equivalents to ensure that service-specific issues which might impact on teams’ performance are identified and addressed, escalating to senior leadership team as appropriate.
* To represent the service as required to partners, elected members, and other local authorities.
* To work with partners to ensure that the service operates effectively, efficiently and safely, handling safeguarding concerns quickly and appropriately with the involvement of different services and partner agencies and handing these off through the appropriate routes for action via agreed transfer protocols.
* Any other duties as may be deemed necessary to carry out the full remit of the role.
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# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

**Section B: Selection Criteria/Person Specification**

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| **Essential Criteria** | **Assessed By:** |
|  Professional social work qualification and registration  |  A  |
| Management qualification or equivalent experience.  | A, T & 1  |
| Understanding of the LA’s political dynamics and ability to work effectively with senior politicians.  | A & I  |
| Comprehensive knowledge and understanding of the main issues and influences affecting the service.   | A & P  |
| Detailed knowledge of relevant childcare legislation, guidance, and regulations, including Working Together to Safeguard Children 2018.    | A, T & I  |
| Good understanding of the principles and practice underpinning effective multiagency stakeholder management  | A & I  |
| Experience and knowledge of risk assessment and risk management   | A, T & I  |
| Ability to manage difficult and sensitive issues  |   |
| Extensive experience of child protection, children in need and children we care for arrangements delivered in statutory settings  | A & I  |
| Extensive experience of service delivery including resource planning, performance management and effective development of teams. | A & I |
| Experience of engaging partners in strategic planning and effective joint delivery of services | A & P |
| Experience of managing a group of staff with a range of professional expertise, ideally in a multi-agency setting | A & I |
| Experience of working at a senior level in a local authority or other public sector organisation.  | A |
| A proven track record of anti-discriminatory and anti-oppressive management and practice | A, P & I |
| **Desirable Criteria** | **Assessed By:** |
| Experience and knowledge of Family Safeguarding and Restorative Practice   | A & P  |
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**Section C: Pre-employment Checks**

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| ​​R​  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List  | ​​☐​  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check)  |
| ​​☐​  | Enhanced Disclosure and Barring Service check with Children’s Barred List  | ​​☐​  | Enhanced Disclosure and Barring Service check with Adults Barred List  |
| ​​☐​  | Standard Disclosure and Barring Service check  | ​​☐​  | Basic Disclosure  |
| ​​☐​  | Disqualification for Caring for Children (Education)  | ​​☐​  | Overseas Criminal Record Checks  |
| ​​☐​  | Prohibition from Teaching  | ​​R​  | Professional Registration  |
| ​​☐​  | Non police personnel vetting  | ​​☐​  | Disqualification from Caring  |
| ​​☐​  | Other (please specify):        |

**Section D: Working Conditions**

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

**Health and Safety at Work**

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| --- | --- | --- | --- |
| ​​☐​  | Provision of personal care on a regular basis  | ​​☐​  | Driving HGV or LGV for work  |
| ​​☐​  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects  | ​​☐​  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)  |
| ​​☐​  | Working at height/ using ladders on a regular/ repetitive basis  | ​​☐​  | Restricted postural change – prolonged sitting  |
| ​​☐​  | Lone working on a regular basis  | ​​☐​  | Restricted postural change – prolonged standing  |
| ​​☐​  | Night work  | ​​☐​  | Regular/repetitive bending/ squatting/ kneeling/crouching  |
| ​​☐​  | Rotating shift work  | ​​☐​  | Manual cleaning/ domestic duties  |
| ​​☐​  | Working on/ or near a road  | ​​☐​  | Regular work outdoors  |
| ​​☐​  | Significant use of computers (display screen equipment)  | ​​R​  | Work with vulnerable children or vulnerable adults  |
| ​​☐​  | Undertaking repetitive tasks  | ​​R​  | Working with challenging behaviours  |
| ​​☐​  | Continual telephone use (call centres)  | ​​☐​  | Regular work with skin irritants/ allergens  |
| ​​☐​  | Work requiring hearing protection (exposure to noise above action levels)  | ​​☐​  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)  |
| ​​☐​  | Work requiring respirators or masks  | ​​☐​  | Work with vibrating tools/ machinery  |
| ​​☐​  | Work involving food handling  | ​​☐​  | Work with waste, refuse  |
| ​​☐​  | Potential exposure to blood or bodily fluids  | ​​R​  | Face-to-face contact with members of the public  |
| ​​☐​  | Other (please specify):   |

Sept 2023