

# HEAD OF SERVICE

## Role Profile



<b>Title</b>	Head of Service	
<b>Grade</b>	GRADE L	
<b>Reference:</b>	N310	
<b>Reports to:</b>	Service Director Children Young People Families	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Job Type:</b>	Operational Leader	
<b>Primary purpose of role</b>	<p>Provide expert and detailed advice to the Assistant Director, Director and Members on the national policies and expectations of the Authority.</p> <p>Ensure children, young people and their families achieve the positive and improved outcomes and that children and young people are effectively safeguarded.</p> <p>Deliver the best standards of practice, demonstrated by achieving both local and national performance expectations.</p>	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>▪ A performance management culture is created across the service, effective partnerships are promoted and maintained, and best standards practice are delivered. (60%)</li> <li>▪ Leads and manages a service area, effectively deploys and manages resources within budget. (20%)</li> <li>▪ Processes are developed, implemented and reviewed. (5%)</li> <li>▪ Policies are developed in respect of service delivery methods. (5%)</li> <li>▪ Strategies for services for Children, Young People and Families are developed, maintained and reviewed. (10%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>▪ The Authority's and national performance targets in the service area are met.</li> <li>▪ Systems are in place that enable effective corrective action to be taken where the need to improve service delivery is identified.</li> <li>▪ Quality assurance arrangements are in place and consistently applied.</li> <li>▪ Procedures that comply with the requirements of central government and are in accordance with local practices and standards are in place.</li> <li>▪ There are clear and measurable plans in line with budgets.</li> <li>▪ Elected Members have awareness and understanding of the issues facing children and the services that support them.</li> </ul>

<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ Lead and manage the specific service area with direct line management of at least 3 Service/Business Managers and have indirect responsibility for at least 90 FTE staff. (40%)</li> <li>▪ Lead on collaborative policy and delivery work with senior staff partner agencies to ensure successful delivery of services for children and families. (10%)</li> <li>▪ Lead the change agenda to improve services in line with national and Government requirements. (10%)</li> <li>▪ Delivery of performance and outcome targets of colleagues and partner agencies. (10%)</li> <li>▪ Clear, measurable plans, budgets and performance targets are established for employees within the service area. (20%)</li> <li>▪ Consult with agencies, stakeholders, children and their families. (10%)</li> <li>▪ Financial Management and monitoring of a budget up to £14.5m ensuring efficiencies are realised. (10%)</li> <li>▪ Carry out other duties appropriate to the grade of the post.</li> </ul>
<b>Essential qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>▪ Degree in Social Work or Professional Social Work qualification e.g. CQSW/CSS/DipSW or equivalent.</li> <li>▪ Registration with the HCPC.</li> </ul>
<b>Desirable qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>▪ Leadership/management qualification.</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Considerable management experience including managing other managers and budgets.</li> <li>▪ Demonstrable experience of managing and motivating teams to achieve significant service improvements and improved outcomes for children and young people.</li> <li>▪ Evidence of a successful background of innovation, initiative and achievement including participation in projects spanning professional boundaries.</li> <li>▪ Experience in raising care standards and of developing and using performance data in securing service improvements.</li> <li>▪ Evidence of working in effective partnerships to secure best outcomes for children and further build on current partnership arrangements across Plymouth.</li> <li>▪ Experience of setting and achieving organisational performance targets and standards.</li> <li>▪ Experience of interpreting and analysing financial and performance management information in order to contribute and influence service design and commissioning</li> </ul>
<b>Desirable experience</b>	
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Forward planning required for 2 -3 years in advance in order to lead and manage a service and ensure delivery of the best standards of practice and to achieve local and national performance expectations. Leadership skills for leading the change agenda for the delivery of services to children.</li> <li>▪ Highly developed communication skills required to manage a large team of</li> </ul>

	<p>staff and liaise with internal and external agencies and stakeholder.</p> <ul style="list-style-type: none"><li>▪ Keyboard skills required to create and respond to letters and emails and compile reports.</li></ul>
<p><b>Corporate standards</b></p> <ul style="list-style-type: none"><li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li><li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council’s constitution and its policies and procedures.</li><li>▪ Work within the requirements of the Council’s Health and Safety policy, performance standards, safe systems of work and procedures.</li><li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li></ul>	