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|  DCC Logo 09 Outl B&WRole Profile Section 1 |
| **Job Title** | Operations Manager – Children’s Services | **Service** | Children & Young People’s Services |
| **Grade** | Grade 16 | **Service Area** | Early Help, Assessment & Safeguarding |
| **Reporting to** | Strategic Manager Assessment and Safeguarding (North) or (South)  |
| **Disclosure & Barring Service** | This post is subject to Enhanced Disclosure. |
| **Purpose of the job:**The post holder is responsible for the management and direction of the Operations (Locality) Team, ensuring the most effective and efficient deployment of available resources. They will support the development and delivery of service aims and objectives, which in turn will contribute to the wider service area and the council’s corporate priorities. The post holder will support the service management team in embedding the vision, values and behaviours of the council.  |
| **Key Result Area – Corporate*** To contribute to organisational change and to the transformational agenda, supporting the application of the council’s core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a ‘One Council’ ethos;
* To support the development of the culture of the council and promote the implementation of a ‘One Council’ approach, working collaboratively across the service, the wider council and with appropriate partners as directed.

**Key Result Area – Leadership*** To provide clear and visible leadership for the team in a positive working environment;
* Contribute to the overall plan for the service, advising on specialist areas of responsibility;
* Manage service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised. Provide opportunities for employees by encouraging cross-service and matrix working.

**Key Result Area – Service Delivery*** Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available;
* Support the development and application of demand-side customer driven service design (‘outside-in’)
* Contribute to effective workforce planning arrangements which support medium to long term service delivery and take into account not only the human resource factors, but ties this in to overall strategic plans, financial and budget considerations, environmental issues and legislative requirements/regulations and governance;
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| * Contribute as appropriate in the identification of commercial opportunities that can modernise service provision, improve service delivery and deliver MTFP savings options.

**Key Result Area – Generic Management*** Manage employees and team/individual performance in accordance with council procedures and objectives
* Provide support in the management and control of relevant budgets.
* Use workforce planning data to inform the appropriate interventions for employee development and encourage progressions, as appropriate;
* Establish effective lines of communication and build working relationships with the team based around trust and empowerment;
* Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think ‘outside the box’ in terms of improving service delivery;
* Lead by example in relation to continuous professional development;
* Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery;
* Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate;
* Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.

**Key Result Area – Job Specific*** Ensure the welfare and safety of children and young people is promoted and prioritised through effective management of service delivery in Children’s Service;
* Ensure quality assurance and performance management systems are utilised in order that positive outcomes for service users are achieved and any assessed risks are effectively managed;
* Effectively represent Children’s Services and Durham County Council as appropriate at high level multi-agency forums and to lead in the implementation of change affecting the practice specialism;
* Ensure effective participation and engagement by children, young people and their families and carers;
* Ensure effective safeguarding services are delivered and the associated risks are effectively managed;
* Quality assure assessment, interventions and review of services to children, young people and their families and carers;
* Take a key role in the work of the Local Safeguarding Children’s Board (LSCB) to ensure that safeguarding best practice principles are fully reflected in service delivery including participation on relevant task groups;
* Develop and sustain effective day to day working relationships with schools and other partner agencies to promote and safeguard the welfare of children and young people;
* Ensure service delivery is consistent with legislation, national and local guidance and procedures and that OFSTED standards and regulatory frameworks are understood and followed.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility of the post, as directed by the line manager. |

Section 2

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|  | **Corporate** | **Service** | **Method of Assessment** |
| **Qualification** |  | * Recognised Social Work qualification;

AND* Management qualification to level 5 or equivalent
 | * Application form
* Selection process
* Pre-employment checks
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| **Experience** | * Experience of implementing and managing change and business transformation, proactively pursuing continuous improvement;
* Experience of successful strategic management and the formulation and delivery of strategic objectives, plans and policies;
* Proven ability to manage a significant budget and meet financial efficiencies;
* Working with Members and Senior Officers, advising on specialist areas of responsibility;
* Strategic level planning and people management, including motivation, engagement, empowerment, performance management and development;
* Experience of managing complex projects and matrix management;
* Experience of implementing and delivering partnership working with both internal and external partners.
 | * Substantial post qualifying experience in management and developing services to Children and Young People;
* Significant experience of working in Social Care;
* Substantial experience of work involving safeguarding of vulnerable people;
* Substantial experience of working in and delivering effective services to children and families.
 | * Application form
* Selection process
* Pre-employment checks
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| **Skills and Knowledge** | * Project management, business transformation and change management skills;
* Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries;
* Understand and promote the application of digital technology to support and enhance service delivery;
* The ability to identify and exploit commercial opportunities for the benefit of the community and the council;
* Understand and apply the ‘One Council’ ethos and the values which underpin it;
* The ability to delegate effectively;
* Understand the strengths, motivations, aspirations and areas for development within the team and use this information to build resilience, manage talent and form positive working relationships built on trust which will empower, challenge and develop the team;
* Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery;
* Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available;
* Problem solving and budget setting skills;
* Understanding of LEAN methodology;
* Political and cultural awareness and an understanding of the political context and environment of Local Government;
* Strong communication and presentation skills;
* Knowledge and understanding of Local Government statutory requirements.
 | * Excellent knowledge and understanding of the current challenges facing the Children’s Workforce at national, regional and local levels.
 | * Application form
* Selection process
* Pre-employment checks
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| **Personal Qualities** | * Professional in approach;
* Strategic thinker;
* Personal commitment;
* Flexible approach to work;
* Well organised and self-motivated;
* Resilient with strong self-awareness.
 |  | * Application form
* Selection process
* Pre-employment checks
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