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| **Job Description** | |
| **Post title** | Service Development Manager – County Wide Specialist Services |
| **JE Reference No** | N10967 |
| **Grade** | Grade 16 |
| **Service** | Children and Young People’s Service |
| **Service Area** | Children’s Social Care, First Contact & County Wide Specialist Services |
| **Reporting to** | Strategic Manager, First Contact & County Wide Specialist Services |
| **Location** | Nettlesworth, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure |
| **Flexitime** | This post is eligible for flexitime |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State |

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| **Description of role** |

The post holder is responsible for developing and leading a range of new initiatives across the Countywide Services.and will ensure that all the county wide services create and maintain an effective environment for high quality practice.

The post holder will support the senior management team in embedding the vision, values and behaviours of the council.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* The continued strategic development of the new county wide specialist services and initiatives with key strategic partners stakeholders.
* Ensure all new service initiatives and developments are co-produced with children, young people and parents/Carers and in partnership with key formal partners.
* Work collaboratively with Investing in children to evaluate the new service developments in partnership with team members and young people and families.
* Lead on the whole systems reviews and development plans of specialist county wide services to ensure these services can meet the changing demands and continue to deliver high quality services for our children, young people and their parents/carers. This will include working with a number of corporate departments eg Assets, workforce development etc.
* Lead on performance improvement and quality assurance, using audits and other assurance activities across the County Wide Services.
* Acting as the Operational Lead for Specialist County wide services and ensuring the imbedding and successful implementation of Signs of Safety, trauma informed care and restorative practice.
* Work collaboratively with other operational service managers across children’s services to ensure the county wide services dove tail and work seamlessly with locality based safeguarding, children looked after, residential services and early help services.
* Acting as the County Wide Specialist service representative in key partnership steering groups, meetings and panels.
* Deputising for the Strategic Manager – First Contact Specialist County wide Services at key strategic meetings and internal senior leadership meetings, when required.
* Keep a training matrix and close relationship with workforce development to ensure the training needs for the County Wide Specialist Services is understood and staff teams are afforded opportunities to keep skills and evidence based interventions are up to date to improve outcomes for children and young people.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Recognised and relevant Health or Social Care qualification * Management qualification to level 5 or equivalent |  |
| Experience | * Substantial experience in management and developing services to Children and Young People * Significant experience of working in health or social care setting * Substantial experience of work involving safeguarding of vulnerable young people * Substantial experience of working in and delivering effective services to children and families. * Experience of implementing and managing change and business transformation, proactively pursuing continuous improvement * Experience of successful operational 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. |  |
| Skills & Knowledge | * Excellent knowledge and understanding of the current challenges facing the Children’s Workforce at national, regional and local levels * Excellent knowledge of legislation and policy in relation to safeguarding children and young people * 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. |  |
| Personal Qualities | * Professional in approach * Strategic thinker * Personal commitment * Flexible approach to work * Well organised and self-motivated * Resilient with strong self-awareness |  |