

MEDWAY COUNCIL - JOB PROFILE

DESIGNATION	Head of First Response
DIRECTORATE	People
DIVISION	Children's Services
RESPONSIBLE TO	Assistant Director – Children's Services
GRADE	Service Manager

MAIN PURPOSE OF JOB

To provide strategic leadership, vision and direction to the service areas within the Single Point of Access (SPA), Multi Agency Safeguarding Hub, Family Solutions and the Assessment Service, ensuring the delivery of a high-quality service that reflects Medway's practice model and delivers positive outcomes for children, young people and their families.

To represent the Council at a senior level and be the lead for corporate parenting.

To contribute to the operational management and strategic development of the wider service as a member of the Children's Services Management Team, working collaboratively with colleagues.

To be accountable for the service area budget, ensuring effective monitoring and analysing of spend to ensure services are delivered safely within budget.

To be accountable for the service performance through the establishment of clear targets and key performance indicators, continuously driving improvement and ensuring practice and values deliver positive outcomes for children, young people and their families.

To assist and deputise for the Assistant Director of Children's Services and provide cover for other Heads of Service, as appropriate.

To participate in the senior management on call rota.

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ACCOUNTABILITIES TO CHILDREN AND YOUNG PEOPLE

The children and young people of Medway have said the following qualities are really important to them:

- ✓ Be a good listener
- ✓ Be non-judgemental
- ✓ Be consistent and Stable
- ✓ Be contactable
- ✓ Understand me
- ✓ Be honest
- ✓ Be Focused
- ✓ Be realistic
- ✓ Be a good timekeeper
- ✓ Be resourceful in your approach

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

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PERSON SPECIFICATION

Qualifications/Experience

Essential

- Degree in Social Work
- NVQ level 5 in Management or equivalent management qualification
- Extensive management experience including the management of change
- Significant experience directly related to the area of specialism
- Experience in successfully planning for and contributing to the Ofsted inspection process.
- Extensive understanding of the legislative and policy framework around providing services to children, young people and their families.
- Experience of working within a Signs of Safety framework.
- Evidence of continuous professional development.
- Registered with Social Work England

Strategic Vision

- Demonstrable ability to contribute to the ongoing development and achievement of the strategic vision for the service

Organisational Insight

- Can demonstrate an extensive understanding of the service, its activities and policies and the market/external comparators for it.
- Ability to inform and engage with elected members.

Inspirational Leadership

- Demonstrable ability to show strong leadership, promoting equality and integrity.
- Encourages creativity, innovation and improvement.
- Can influence decision makers to facilitate progress and achievement of objectives.
- Ability to work collaboratively as a member of the senior leadership team.

Stakeholder Management

- Demonstrable ability to build sound, productive working relationships with colleagues, partners and employees.
- Seeks opportunities for partnership working or alternative models of delivery, that will benefit the service area.
- Ability to communicate clearly both orally and in writing, adapting style to suit different needs.

Service Effectiveness

- Demonstrable ability to develop resource plans to meet service requirements

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- drawing up realistic budgets and using information effectively.
- Managing programmes and projects, assessing and dealing with risks
- Ability to develop a strong service culture, developing, managing and measuring service plans and objectives
- Demonstrable ability in managing service budgets, evaluating competing budget priorities, financial planning, monitoring and control.

Leading Change

- To be proactive in instigating change
- Ability to write high quality, clear and concise management and committee reports, ensuring timelines are adhered.
- Demonstrable ability to make decisions and solve problems within limits of authority, to enable progress.
- Ability to embed change, supporting wider council initiatives

Team Engagement

- Demonstrable ability to build a motivated and engaged team.
- Demonstrable ability to ensure that individuals and teams have targets / objectives and development plans, linked to service goals.

ORGANISATION

(i) ORGANISATION CHART

See separate structure chart

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post holder will be line managed by the Assistant Director of Children's Services.

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will be expected to work at a high level of autonomy, dealing with any issues which arise independently and reporting any issues to the Assistant Director of Children's Services

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The post holder will have direct line management responsibility for 1 x Service Manager (SPA and MASH), 1 x Service Manager (Family Solutions) and 1 x Service Manager (Assessment), 1 x Business Support Team Leader. The post holder will also be the lead for Exploitation.

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The post holder will be expected to liaise with all levels of the organisation, children and young people, their families and external partner colleagues.

FINANCIAL ACCOUNTABILITIES

The post holder will be responsible for the successful management of budgets and delivering services in line with the agreed budget.

WORKING ENVIRONMENT

The workstyle for this role has been assessed as 'Hybrid'. This means the post holder will have a flexible workstyle and be able to work from a variety of locations. There is an expectation that the post holder will be office based for a minimum of 2 days each week.

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