

Job Description and Person Specification



Job Description

Job Title	Professional Support Managers
Grade	6
Service	Childrens Services
Reports to	Service Manager
Location	City Wide
Job Evaluation Code	X9063L



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

Responsible for leading the Professional Support Service within Children's Services to help deliver the vision for service delivery alongside ensuring the service supports the delivery of the improvement plan and Ofsted priorities.

The post holder will work as part of a team to lead an effective and efficient service, driving change and continual improvement, promoting a culture of flexibility whilst keeping Children, Families and Young People at the heart of everything we do.

Main Duties & Key Accountabilities

Core Knowledge

- Through displaying integrity and role modelling of appropriate behaviours and practices setting an example for the team as a whole
- Motivating direct reports through the provision of coaching, regular feedback, career planning and support
- Inspire and support direct reports to provide excellent customer service to the public and colleagues
- Actively promote a positive, forward looking, results orientated and customer focused culture
- Demonstrate personal commitment to delivering corporate messages and associated changes
- Engage individuals in initiatives that recognise their skills and capabilities supporting them to cross traditional role boundaries to achieve positive outcomes
- Instil pride within the service and ensure that the team has a clear sense of purpose
- Promote a culture that Children, Young People and Families are at the heart of everything we do
- Maintain up to date in depth knowledge of Children's Services Information Management and Performance Management systems, including sharing information and providing basic level training to others within the service
- Lead on implementing systems and processes that demonstrably support with performance management, ensuring compliance with statutory requirements (e.g. Assessments, visits and plans)

- Implement and adhere to appropriate routines to ensure that all elements of the service are managed to achieve optimum performance
- Challenge practices or issues that directly affect the performance that is delivered to the customer
- Set clearly defined objectives and targets supported by appropriate training
- Manage team members to achieve business requirements
- Engage with service users as necessary to ensure effective delivery of service
- Manage conflicting and competing priorities effectively, with resilience to keep management performance on track during periods of uncertainty and change
- Maintain a professional focus in managing all aspects of the business underpinned by effective planning routines
- To support work with managers to build, maintain and promote effective working relationships
- Engage with peers to deliver successful solutions and management routines ensuring a consistent approach to managing people, processes and services
- Offer support, guidance and positive engagement to all members of the team irrespective of roles and responsibilities
- Drive service improvements to progress the service offer to the service user and to derive maximum value
- Encourage feedback on service delivery from team members, colleagues and service users and embed routines to review comments and facilitate change
- See mistakes as an opportunity to learn and make progress at a business and individual level, managing complaints/escalated contacts to conclusion as appropriate
- Engage with corporate training provision to ensure that the needs of the team are appropriately supported
- Demonstrate self-awareness in understand own strengths & weaknesses and explore opportunities to learn and improve
- Maintain detailed knowledge and understanding of the sensitivities relating to vulnerable Children and Families and implications of accessing and dealing with sensitive and personal information on a daily basis, ensuring personal and team data protection training is kept up to date.
- Maintain a detailed understanding of Children's Services priorities and how they relate to individual areas of work, leading on ensuring service delivery by team members is aligned to these priorities.
- Take a child centred view in considering new initiatives
- Support in the implementation of strategies to support organisational change such as Improvement and Ofsted related plans and priorities.

- Engage in corporate initiatives and projects to ensure that customers are at the heart of organisational thinking
- Engage positively with service users where appropriate to facilitate the best outcome possible acknowledging organisational constraints where they exist
- Deputise for fellow Professional Support Managers.
- To act as designated first aider and fire marshal
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Health	MASH Partners
Education	Area Social Worker Teams
Police	Early Help Colleagues
Probation	Social Work Academy
Housing	Youth Justice Service
Other Local Authorities	Looked After, Permanence and Through Care Teams
Charities including third sector agencies	Fostering, Commissioning and Placements
	Safeguarding Partnership
	Human Resources
	Finance Colleagues
	Senior Managers
	Customer Services Colleagues

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Operational Support
Managers

Operational Support Team
Leaders

Conference Support Officers

Operational Support Officers

Person specification

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Knowledge	
An understanding of best practice in relation to customer service and or large-scale administration functions in the context of Children's Services	
Excellent knowledge of the services provided by Local Government and Children's Services	
Knowledge of equal opportunities and diversity	
An understanding of performance management techniques and measures and a willingness to learn Children's Services performance information	
How to lead and motivate staff in an administrative environment	
Skills and Abilities	
Ability to drive high standards	
Be creative to seek out and introduce best practice	
Build effective relationships and resolve conflict	
Supportive and empathetic	
Accomplished analytical and decision-making skills	
Excellent verbal and written communication, including report writing	
Adept at communicating with ease at all levels	
Excellent people leadership skills in relation to motivation, development, and delivery	
Proven negotiating, mentoring and coaching skill	
Strong influencing skills	
Ability to challenge assumptions	
Ability to contribute towards the strategic planning of the Service	
A systematic, methodical and accurate approach to work	

Self-management skills, to enable workload organisation, prioritisation, and implementation, with minimum supervision
Able to build collaborative relationships with others, challenge organisational behaviours, facilitate working across teams, functions or services to create a 'positive and professional operational culture
Ability to monitor, assess the output and provide relevant feedback on areas for improvement
Experience
Substantial experience of effectively performance managing a diverse workforce & responding to diverse communities and needs
Evidence of extensive continual personal development
Managing the delivery of high performance through people
A proven ability in analysis and problem solving, gathering data and facts to make cost effective value adding decisions
Substantial experience of working in a customer service environment or a large-scale administrative environment
Proven experience of managing resources
A track record of developing and implementing continuous improvement in service delivery
Evidence of coaching within a customer service or administrative setting
Qualifications
Relevant work-based experience
Special Requirements
<p>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.</p> <p>A Criminal Record Disclosure will be required prior to appointment</p> <p>A Standard DBS check will be undertaken as part of the pre-employment checks for this post.</p>

Date Created	November 2019	Date Reviewed	November 2022
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