

Job Description and Person Specification



Job Description

Job Title	Early Help Manager
Grade	G10
Service	Childrens Help & Protection
Reports to	Operational Lead, Early Help
Location	Citywide
Job Evaluation Code	L3600D



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

This is a management role within Childrens Help & Protection service. Specific job purposes are:

1. To provide leadership and professional support to the Early help offer made to families through the targeted early help family support offer, ensuring that statutory obligations and local performance targets are met on time and within budget.
2. The oversight and maintenance of high service and professional standards, linked to measured outcomes for children, young people and families.
3. To manage resources effectively including accountability for staffing & local expenditure budgets and for the use of grant income, in line with the principles of value for money.
4. Have delegated authority for specified Family Hub and Early help services, driving forward the services improvement, ensuring capacity in key areas to support service outcomes, in the context of local and Council priorities.
5. To provide clear, visible and motivational leadership, communicating the vision and objectives, to create a high-performance culture that drives continual improvement, efficiency savings and high levels of user satisfaction.

To promote, develop and maintain effective partnership working and strategic alliances with internal and external stakeholders to deliver service outcomes & achieve continuous improvement.

Main Duties & Key Accountabilities

1. To provide effective leadership and management for early help services (including Supporting Families and Family Hubs) to improve and assure practice and outcomes for children and their families.
2. To work with partners and lead the local planning, delivery & evaluation of local early help provision, in line with aims and objectives of Coventry's Children and Young People's Plan, the Early Help & Parenting Strategies, Coventry Childrens Service Vision and relevant statutory & regulatory requirements.
3. To work in partnership with other departments and external agencies to develop and provide services which meet the needs of children and families in Coventry and deliver the best possible outcomes for children, young people and their families.
4. To work with the Operational Lead in identifying and delivering local priorities and resources for Children's Services.
5. To develop and encourage innovation and creativity in the design and delivery of Family Hub and family support programmes within early help

children's services.

6. To assure that staff exercise statutory powers with due care and attention ensuring they comply with statutory legislation and guidance, including the management of school non-attendance.
7. To ensure a stable early help workforce through assuring recruitment activity and the provision of learning and development to support retention.
8. To work directly with children, young people, parents, and carers to make sure their views are listened to and inform service development or changes.
- 3 To develop the most effective models for Early help services, (including the provision of the Family Hub offer and the Supporting Families offer)ensuring the best possible health, education and social outcomes for children, young people and their families and providing evidence of the impact of interventions.
9. To lead and ensure the council's partnerships work effectively across the city to improve inequalities for children and young people that live in the city.
10. To understand, implement and comply with relevant legislation, statutory guidance and inspection requirements and to take responsibility for investigating and resolving service user complaints.
11. Deputise for the Operational Lead as required.

Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Members of the Early Help Strategic Partnership Leaders within the voluntary, community and faith-based sector Colleagues from within the Department of Education (funders)	Internal Social care team managers and extended leadership team LA service managers Family Hub management team
--	--

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:

May include

- Supporting Families
Team Leaders
- Family Hub Co-ordinators
- Early Help Assessment
Co-ordinators
- Practice and
Performance Service
Improvement Manager

Person specification

Job Evaluation Code	L3600D		
Knowledge			
Knowledge of the application of Working Together 2023 and Keeping Children Safe in education			
Knowledge of the Family Hub and Start for Life and the Supporting Families framework processes and procedures.			
Knowledge of relevant research & evidence base for early help, early years, youth work and social inclusion practice, policy and programmes			
Knowledge of child and adolescent development			
Knowledge of team and organisation development principles and practice			
Knowledge of evidence bas programmes within family support and what works in early intervention			
Experience			
Experience of partnership working and inter-agency collaboration			
Experience of leading and managing change			
Experience of working in and meeting the needs of diverse communities			
Experience of setting, controlling and evaluating service budgets			
Experience of managing teams and performance management			
Qualifications			
Professional qualification in teaching, early years, nursing or health visiting, youth or social work coupled with substantial experience in operational management			
Special Requirements			
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).			
The post holder will be required to work across the city area and outside of normal business hours occasionally			
Date Created	May 2024	Date Reviewed	Sept 2025