

Job Description and Person Specification

Role: Operational Lead- Children's Services



Job Description

Job Title	Operational lead
Grade	SM2
Service	Childrens Services
Reports to	Strategic Lead
Location	Citywide locations
Job Evaluation Code	



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

This is a key role, accountable for delivering a designated service within Children's Services in Coventry. This is both a tactical role and a strategic role, bearing the responsibility of managing the delivery of high quality, inclusive services for vulnerable children, young people and adults on a day-to-day basis, as well as planning and implementing a programme of improvement work to meet the demands of the three-year Ofsted inspection cycle.

To work with partners and stakeholders across Coventry to successfully deliver multi-disciplinary services, programmes and projects with the aim of achieving the best possible outcomes for children and young people.

To meet legal and regulatory requirements, managing risk and preserving the reputation of Coventry City Council.

Main Duties & Key Accountabilities

Core Knowledge

- To lead a designated part of the service. This will involve engaging with all stakeholders to implement the Children's Services strategy and set out plans related to their service area.
- Line management of a number of teams (between 3 – 7) within Children's Services. This will involve workforce planning to ensure that there are the right number of suitably trained staff to deliver services. To manage employees effectively with a strong focus on performance management and holding team members to account for practice.
- To plan, implement and evaluate services under own control, contributing to Coventry's Children and Young People's and the Children's Services Transformation strategies and plans.
- To audit and evaluate the performance of services against annual service targets and taking remedial action where necessary.
- To engage with children and young people, ensuring that the views and feelings of are reflected both in the services they receive and in the future development and improvement of City Council and partners' services for children, young people and adults.
- To co-ordinate the work of the teams with other departments and external agencies to meet the holistic needs of children, young people and their families across the whole journey of the child. This will require significant engagement to manage complex and sometimes conflicting partnership working within and across the Council. Key stakeholders for children's services include amongst others education, NHS, police, GPs and other authorities to gain co-operation to deliver short and long-term aims.
- To promote equality of access to services and anti-discriminatory practice in the delivery of services and the management of staff.
- Audit and evaluate services against annual work plan and report on progress regularly to Strategic Leads. Delivery of the annual work plan is essential to maintain or improve service and is linked to the 3-year Ofsted inspection cycle.

- Budget manager, responsible for ensuring the optimum use of available funding within the limit set following the Council’s financial governance arrangements. The postholder is expected to exercise judgement on the most effective use of the any discretionary budget for the greatest impact on children and young people.
- To assure effective safe practice and service delivery ensuring that any statutory reporting obligations are met.
- To support the continuous development of services and flexible working ensuring consistency with Council’s Transformation principles.
- To lead specific projects and reviews undertaking research and producing information and reports.
- To represent the agency and/or the City Council on inter agency and partnership groups.
- Deputise for Strategic Lead as necessary and attend internal and external meetings on their behalf as required.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

<p>External Partners including health & education. Voluntary sector. Providers of commissioned services.</p>	<p>Internal ‘One Coventry’ approach- across children’s services and wider council.</p>
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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:

Please refer to the Post holder statement for specific direct reports.

Person specification

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Knowledge	
Detailed knowledge within the post-holder designated specialist work areas to support effective and safe decision-making about assessments, plans and resources	
Detailed knowledge of relevant legislation and policy frameworks for children's social care; including child protection and looked after children	
Up to date strategic knowledge of effective social work and childcare practice	
Detailed understanding of the challenges facing the service and public sector is required to lead in the development and introduction of new initiatives.	
Skills and Abilities	
Leadership skills with the ability to manage a diverse team to deliver challenging targets and outcomes	
Influencing, persuading and negotiation skills, and able to use these to build commitment from a wide range of partners	
Highly developed analytical and problem-solving skills supporting managers and staff in their interventions, plans and decision making	
Excellent written & verbal presentation skills to communicate with a range of individuals on complex issues in a way that is concise and easily understood by a range of audiences	
Ability to assess and assimilate complex information and develop innovative solutions that are both practical and effective	
Personal drive and tenacity to motivate, empower and support individuals and teams to achieve	
Strong negotiation and influencing skills and ability to deal with conflict, hostility and vulnerability	
Ability to manage change and develop new services, where necessary, with partner agencies	
Digitally capable, able to use software and electronic data systems	
Ability to work in partnership with public and private sector colleagues at an appropriate level to develop shared objectives and implement them.	
Experience	

Managing frontline services working with vulnerable children, young people and their families within at least one of the service specialisms
Producing proposals and business cases to gain approval for proposals
Managing teams in the delivery of a range of interventions and support services to vulnerable children and young people
Managing organisational change in the context of savings targets and financial pressures
Strategic and operational planning and leading the implementation of change
Working positively with staff from other agencies and an understanding of and ability to work with different cultures, expectations and priorities
Financial management experience with the ability to analyse services in terms of unit costs, value for money and market context
Managing a professionally diverse team, ensuring that challenging targets can be delivered on time and within budget
Track record of establishing a strong performance culture and improved service delivery
Case management experience where there are complex, professional and ethical issues including child protection, court proceedings, case conferences.
Qualifications
Qualification in leadership or management or relevant experience
Evidence of ongoing professional development.
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 outside normal business hours and to participate in an out of hours management rota.

Date Created	April 2017	Date Reviewed	July 2023
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