



Coventry City Council

Job Description

Job Title:	Operational Lead	Job Number:	
Service:	Children's Services	Grade:	SM2
Location:	Broadgate House		

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.

Job Purpose:

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 and Responsibilities:

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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

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

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

Responsible to: Strategic Lead

Date Reviewed:

Updated: May 2019



Coventry City Council

Person Specification

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Location:	Broadgate House		

Area	Description
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Knowledge:	<ul style="list-style-type: none">Detailed knowledge within the post-holder designated specialist work areas to support effective and safe decision-making about assessments, plans and resourcesDetailed knowledge of relevant legislation and policy frameworks for children's social care; including child protection and looked after childrenUp to date strategic knowledge of effective social work and childcare practiceDetailed understanding of the challenges facing the service and public sector is required to lead in the development and introduction of new initiatives.
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Skills and Abilities:	<ul style="list-style-type: none">Leadership skills with the ability to manage a diverse team to deliver challenging targets and outcomesInfluencing, persuading and negotiation skills, and able to use these to build commitment from a wide range of partnersHighly developed analytical and problem solving skills supporting managers and staff in their interventions, plans and decision makingExcellent 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 audiencesAbility to assess and assimilate complex information and develop innovative solutions that are both practical and effectivePersonal drive and tenacity to motivate, empower and support individuals and teams to achieveStrong negotiation and influencing skills and ability to deal with conflict, hostility and vulnerabilityAbility to manage change and develop new services, where necessary, with partner agenciesDigitally capable, able to use software and electronic data systemsAbility to work in partnership with public and private sector colleagues at an appropriate level to develop shared objectives and implement them
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Experience:	<ul style="list-style-type: none">Managing frontline services working with vulnerable children, young people and their families within at least one of the service specialismsProducing proposals and business cases to gain approval for proposals
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	<ul style="list-style-type: none"> Managing teams in the delivery of a range of interventions and support services to vulnerable children and young people
	<ul style="list-style-type: none"> Managing organisational change in the context of savings targets and financial pressures
	<ul style="list-style-type: none"> Strategic and operational planning and leading the implementation of change
	<ul style="list-style-type: none"> Working positively with staff from other agencies and an understanding of and ability to work with different cultures, expectations and priorities
	<ul style="list-style-type: none"> Financial management experience with the ability to analyse services in terms of unit costs, value for money and market context
	<ul style="list-style-type: none"> Managing a professionally diverse team, ensuring that challenging targets can be delivered on time and within budget
	<ul style="list-style-type: none"> Track record of establishing a strong performance culture and improved service delivery
	<ul style="list-style-type: none"> Case management experience where there are complex, professional and ethical issues including child protection, court proceedings, case conferences.

Educational:	<ul style="list-style-type: none"> Qualified: accredited social work professional status (CQSW, DipSW, CSS) and HCPC registration
	<ul style="list-style-type: none"> Qualification in leadership or management or relevant experience
	<ul style="list-style-type: none"> Evidence of ongoing professional development.

Special Requirements:	<ul style="list-style-type: none"> 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 ours management rota.
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Date Reviewed:

Updated: May 2019