



Coventry City Council

## Job Description

<b>Job Title:</b>	Operational Lead	<b>Job Number:</b>	
<b>Service:</b>	Children's Services	<b>Grade:</b>	SM2
<b>Location:</b>	Citywide		

### 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, victims of youth crime and adults on a day-to-day basis, as well as planning and implementing a programme of improvement work to meet the demands of any inspection.

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 Youth Justice Plan 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 and the Youth Justice Plan.
- To audit and evaluate the performance of services against annual service targets and taking remedial action where necessary.
- 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 Youth Justice Plan, YJB National Standards and HMIP quality indicators. Report on progress regularly to the Coventry Youth Offending Service Management Board and Strategic Leads. Delivery of the annual work plan is essential to maintain or improve service and is linked to the HMIP inspection cycle and YJB National Standards.
- 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**

The post holder is accountable for ensuring National Indicators are understood and adhered to within Youth Justice

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:** August 2019

**Updated:** August 2019



Coventry City Council

## Person Specification

<b>Job Title:</b>	Operational Lead	<b>Job Number:</b>	
<b>Service:</b>	Children's Services	<b>Grade:</b>	SM2
<b>Location:</b>	Citywide		

Area	Description
------	-------------

<b>Knowledge:</b>	<ul style="list-style-type: none"><li>Detailed knowledge within the post-holder designated specialist work areas to support effective and safe decision-making about assessments, plans and resources.</li></ul>
	<ul style="list-style-type: none"><li>Detailed knowledge of relevant legislation and policy frameworks for children's social care; including child protection and looked after children, specifically Youth Offending.</li></ul>
	<ul style="list-style-type: none"><li>Up to date strategic knowledge of effective social work and childcare practice, specific to Youth Offending</li></ul>
	<ul style="list-style-type: none"><li>Detailed understanding of the challenges facing the service and public sector is required to lead in the development and introduction of new initiatives.</li></ul>
	<ul style="list-style-type: none"><li>In-depth knowledge of Youth Offending Services, including inspection framework, the Law and National Standards</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>Leadership skills with the ability to manage a diverse team to deliver challenging targets and outcomes specific to Youth Offending</li></ul>
	<ul style="list-style-type: none"><li>Influencing, persuading and negotiation skills, and able to use these to build commitment from a wide range of partners</li></ul>
	<ul style="list-style-type: none"><li>Highly developed analytical and problem-solving skills supporting managers and staff in their interventions, plans and decision making</li></ul>
	<ul style="list-style-type: none"><li>Excellent written &amp; 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</li></ul>
	<ul style="list-style-type: none"><li>Ability to assess and assimilate complex information and develop innovative solutions that are both practical and effective.</li></ul>
	<ul style="list-style-type: none"><li>Personal drive and tenacity to motivate, empower and support individuals and teams to achieve</li></ul>
	<ul style="list-style-type: none"><li>Strong negotiation and influencing skills and ability to deal with conflict, hostility and vulnerability</li></ul>
	<ul style="list-style-type: none"><li>Ability to manage change and develop new services, where necessary, with partner agencies</li></ul>



Coventry City Council

	<ul style="list-style-type: none"> <li>Digitally capable, able to use software and electronic data systems</li> <li>Ability to work in partnership with public and private sector colleagues at an appropriate level to develop shared objectives and implement them</li> </ul>
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Experience:</b>	<ul style="list-style-type: none"> <li>Managing frontline services working with vulnerable children, young people and their families within at least one of the service specialisms</li> </ul>
	<ul style="list-style-type: none"> <li>Producing proposals and business cases to gain approval for proposals</li> </ul>
	<ul style="list-style-type: none"> <li>Managing teams in the delivery of a range of interventions and support services to vulnerable children and young people</li> </ul>
	<ul style="list-style-type: none"> <li>Managing organisational change in the context of savings targets and financial pressures</li> </ul>
	<ul style="list-style-type: none"> <li>Strategic and operational planning and leading the implementation of change</li> </ul>
	<ul style="list-style-type: none"> <li>Working positively with staff from other agencies and an understanding of and ability to work with different cultures, expectations and priorities</li> </ul>
	<ul style="list-style-type: none"> <li>Financial management experience with the ability to analyse services in terms of unit costs, value for money and market context</li> </ul>
	<ul style="list-style-type: none"> <li>Managing a professionally diverse team, ensuring that challenging targets can be delivered on time and within budget</li> </ul>
	<ul style="list-style-type: none"> <li>Track record of establishing a strong performance culture and improved service delivery</li> </ul>
	<ul style="list-style-type: none"> <li>Case management experience where there are complex, professional and ethical issues including child protection, court proceedings, case conferences.</li> </ul>
	<ul style="list-style-type: none"> <li>Experience, skills and knowledge of Youth Offending Services, including inspection framework, the Law and National Standards</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>Education to degree or equivalent level and/or professional qualification in social work, probation, teaching, relevant health discipline or management.</li> </ul>
	<ul style="list-style-type: none"> <li>Substantial experience in a relevant professional field.</li> </ul>
	<ul style="list-style-type: none"> <li>Qualification in leadership or management or relevant experience</li> </ul>
	<ul style="list-style-type: none"> <li>Evidence of ongoing professional development</li> </ul>

<b>Special Requirements:</b>	<p>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).</p>
	<p>The post holder will be required to work outside normal business hours and to participate in an out of hours management rota within the Youth Offending Service.</p>
	<p>The Post Holder will require extensive Knowledge, Skills and Experience in working in and managing Youth Offending Services</p>

**Date Reviewed:** August 2019

**Updated:** August 2019

**Post Holder Statement – Operational Lead Youth Offending Service City Wide**

**August 2019**

**Scope:**

The postholder is responsible for the management and delivery of Youth Offending Service in Coventry

The postholder to take overall responsibility for the strategic development and effective service delivery of Youth Offending Service, to prevent youth crime.

To Ensure that the service is delivered based on effective assessment, in accordance with current legislation, Youth Justice Board National Standards and Practice Quality Assurance Indicators.

**CYOS Organisation Employee Structure 2019**

