

POST TITLE	SERVICE MANAGER
DIRECTORATE	CHILDREN, EDUCATION AND JUSTICE SERVICES
SERVICE	CHILDREN'S SERVICES
RESPONSIBLE TO	HEAD OF SERVICE
NUMBER OF POST HOLDERS	
ACTING UP/ SECONDMENT	N/A

In Edinburgh we are committed to keeping the Promise and our Corporate Parenting responsibilities to ensure every child and young person grows up feeling safe, loved, and respected. As a workforce this means we focus on what matters to children and families, listen and follow through. We understand and act on the impacts of poverty and honour children's rights. We are respectful to all those we work with treating them as unique individuals using our language with care and sensitivity.

PURPOSE OF JOB

To provide operational and strategic leadership for a range of teams and portfolios within Children's Services. To lead the delivery of a quality service to ensure children and young people are safe and that a range of national and departmental outcomes are achieved and reported to the relevant authorities.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- To provide leadership, professional support, supervision, and management to a group of social work Team Leaders in a locality or centrally managed service. This includes key leadership in respect of current departmental strategy and delivering services within the departmental resource.
- To take overall management responsibility for delivering a high quality of service and excellent outcomes for children and families. Identify outstanding achievement and provide mitigation strategies for performance gaps. Report to the Head of Service as required and take effective action in cases where performance is not achieved. To manage the service to meet need, manage risk and operate in ways that are consistent with statutory duties and council policy and procedure.
- Supports Team Leaders in making key high level operational decisions delivering to the strategic direction of the service. These include complex case related decisions and allocation of significant funding.
- To work closely with colleagues ensuring that appropriate business systems are in place to manage service operations, ensure data accuracy and provide management information as required by senior management and elected members.
- To lead child protection and prevention activity for the council in their locality or service area. providing sound professional and strategic input with partner agencies where needed.
- To lead effective inter-agency strategic approaches to 'Getting it Right for Every Child' and The Promise.
- To represent the council in high level single and multi-agency decision making. This includes undertaking tasks which go beyond the post holder's individual service area eg MAPPA (Multi Agency Public Protection Arrangements), multi-agency review of Child Protection IRDs, Agency Decision maker for adoption and fostering.
- To develop service plans that have the effect of continuously improving service delivery and are consistent with wider council and multi-agency service planning.
- To be a lead for driving standards and supporting the ambition to achieve excellence in internal and external audits.

- To undertake additional tasks as directed by the Head of Service, considering the wider needs of Children's Services and the skills and strengths of the post holder.
- To manage and support staff within the policies and procedures of City of Edinburgh, including formal HR process.
- To have oversight of customer complaints and queries, including those from stakeholders and elected members.
- In discussion with the Service Director and Head of Service, adopt portfolio strategic activity across Children's Services and to work with the senior management team, wider corporate and operational staff to progress portfolio outcomes.
- Alongside Heads of Service, there may be a minimum on-call responsibility.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Diploma or a Degree in Social Work or professional equivalent is essential.
- Registration with the Scottish Social Services Council is essential and continuing professional development must be demonstrated.
- A Child Protection Certificate is desirable, as is a management qualification or relevant experience.
- Candidates are required to join the PVG Scheme/ undergo a PVG scheme update prior to a formal offer of employment.
- Substantial and demonstrable experience of children's social work and social care services is required to enable an in-depth understanding of operational issues and problem resolution. A minimum of five years post qualification experience is required.
- Responsible for supporting Team Leaders to deliver a service that meets need and manages risk, ensuring that the strategic decisions are implemented locally. They will support their staff on a range of operational issues eg where systems and processes require to be improved.
- Responsible for developing and implementing policy which will apply across the service. They will be required to be proactive in anticipating and addressing new developments in their field eg government policy, emerging areas of risk, population trends, which will require a response by the service eg new ways of working, or changes to service standards.
- Contacts will relate primarily to the operational management of children's services in a locality or specialist area of service. This will include senior managers in partner agencies, local parents, children, community representatives and elected members. They will be key and active participants in the Children's Services Leadership Team.
- Represents the service in a range of operational multi agency groups and will also have significant contacts in relation to development of policy and practice.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The post holder will operate with a high level of autonomy and will take personal and professional responsibility for outcomes for children and families, practice standards and performance
- Mainly operates within a context of normal office work conditions. However, they may, where team Leaders are not present be the most senior manager in their service location. This means they can be the main point of local resolution for service user issues, including service user contact.
- Due to the experiences of many of our children and families, there is potential exposure to episodes of acute distress, dysregulation and hostile reactivity requiring staff resilience in assessing and responding
- Will also be required to intervene taking action to manage risk when other members of staff are under threat from any service user or other member of the public.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- Responsible for the line management, including formal supervision, of five to eight Team Leaders (Gr9), across the relevant service area and taking an active role in leading and driving teams within areas of improvement and strategic portfolio responsibility.

RESOURCES

- Responsible for a devolved staffing budget aligned to your service area and portfolio responsibilities and a non-staffing budget which will be between £10k-50k depending on your service's requirements. Primarily for the purpose of meeting the needs of the service.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems, and procedures.
- Reporting any hazards, damage, or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed, and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).