

Recruitment person specification

Post being recruited for: Service Manager

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Managers

1. Specify what the essential requirements are for your vacancy under each category. All candidates that have disclosed a disability must be interviewed if they meet the essential requirements.
2. Specify what the desirable requirements are for your vacancy under each category. Desirable criteria can be used to shortlist candidates if you have a high volume of applicants. However, you cannot use desirable criteria when shortlisting any candidates that have disclosed a disability.

Person specification

Category	Essential	Desirable (not every post needs desirable requirements)
Experience	Operational management experience in children's social work services. Experience of managing and supervising in a social work setting, including experience of following absence and performance management procedures. Experience of supporting children, young people and families and an awareness of the impact that poverty, inequality, disability and other key issues have on families. Experience of managing complex cases of children, young people and families at risk and in need. Experience of managing and coordinating child protection investigations, including knowledge of safe and together practice. Experience of managing / supervising post-investigative child protection cases. Experience of supervising / managing cases involving children who are looked after. Experience of taking a lead role in developing practice in a social work setting. Experience of outcomes focussed assessment and planning. Experience of managing and supporting change processes in organisations. Experience of building and maintaining strong working relationships within teams and within multi-agency partnerships. Experience of quality assuring case work and taking appropriate action to share good practice and develop areas requiring improvement.	Experience of managing resources, including budgets. Experience of contributing or leading the development and implementation of policies, procedures and guidance. Experience of supporting staff using high support and challenge to support the best outcomes for children, young people and families. Experience of supporting children and young people with disabilities. Experience of investigating complaints, including those from customers, colleague grievances and disciplinary matters. Experience of writing committee reports. Experience of identifying and supporting implementation of team development and improvement plans.

Knowledge, skills and understanding	Detailed knowledge of social work issues within the relevant field. Knowledge and understanding of Scotland's Promise to care experienced children and young people. Knowledge and understanding of Corporate Parenting responsibilities Detailed knowledge and understanding of the legal/statutory framework for working with children, young people and families. Knowledge and understanding of permanency legislation and guidance for Looked After Children. Excellent assessment, report writing and communication skills (written and verbal). Ability to meet deadlines and ensure effective workload management. Ability to plan and monitor services and prioritise workload to meet competing demands. Ability to monitor and analyse performance and a strong commitment to performance improvement. Ability to understand issues and problems, to analyse and assess complex situations, often within limited timescales. Ability to initiate and develop new ideas and approaches to meet the needs of children, young people and families. Ability to maintain high practice standards in a culture of responsiveness to changing needs of children, young people and families. Sound understanding and practice experience of operational and strategic priorities. A strong commitment to inter-agency working and the ability to form and maintain strong and effective professional relationships that influence behaviour and outcomes. Competent IT skills including an ability to use e-mail, Excel, Microsoft Teams and social work databases.	Knowledge and understanding of Self Directed Support (SDS) legislation and how to implement this in children's services. Specific knowledge of a specialist area such as child protection, children affected by disability, children in conflict with the law, risk assessment tools, parenting capacity, parental substance use etc.
Qualifications and training	Recognised social work qualification and registration with the Scottish Social Services Council.	<i>Post-qualifying award in Child Care/Child Protection.</i> <i>Management / Leadership qualification</i>

Job specific requirements	Where required undertake tasks on behalf of the Head of Service. Contribute to the delivery of high quality services across children's services and the wider council to achieve the Business Plan – Our Future Council, Our Future City.	
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