

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Children's Service	SERVICE GROUP: Children's Social Care
POST TITLE: Service Manager (Integrated Front Door)	REPORTS TO: Head of Service
GRADE: <i>GRADE C</i>	SAP POSITION NUMBER :

The following information is provided to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

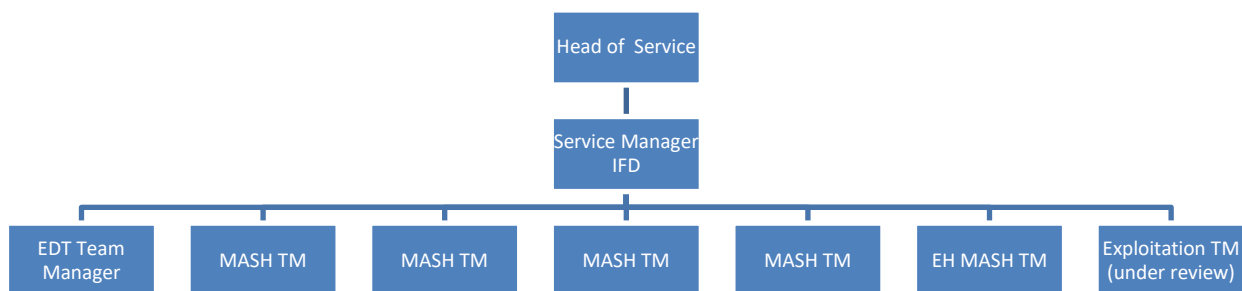
The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post:
To be responsible for the effective management of the Integrated Front Door and Emergency Duty Team. Provide effective management of statutory social work provision within BMDC, ensuring that the provision achieves good outcomes for vulnerable children, children in need of protection and looked after young people. Ensure high quality safeguarding practices and policies are in place and fully implemented. To provide visible leadership to a service that seeks to continuously improve outcomes for the most vulnerable young people in the community. To ensure that statutory requirements and national and local policy and procedures in relation to the provision of children's social work are adhered to at all times and manage social work resources efficiently and effectively, prioritising need and working cooperatively within the Service Management Team.

Main Responsibilities of Post:

1. To have overall responsibility for management of up to 8 Children and Families teams
2. To ensure that contact, referral and information requests are timely, well planned, child focused and follow the appropriate statutory and local decision making frameworks.
3. Provide direct line management and have supervisory responsibility to up to 8 front line managers and professional staff and to promote their professional development.
4. Promote participation and the child's voice as part of your leadership, putting child focussed decision making at the centre of your practice.
5. Provide out of hours' management support as part of a rota
6. Build and sustain effective working partnerships across statutory services and the VCS to promote joined up, and effective responses to children and families.
7. You will be jointly responsible for the recruitment and selection of the workforce required to effectively run this service area ensuring that safe and appropriate recruitment processes are followed.
8. Provide strong leadership to the service area, working alongside your colleagues to develop effective communication and to ensure continued service development.
9. Investigate and make recommendations to senior management concerning matters of staff conduct and professional responsibilities.
10. Ensure that the service area is subject to effective financial management and works to the allocated budget.
11. Operate to meet local and national targets by managing performance and ensuring continual progress and improvement.
12. Provide effective support to practitioners in respect of areas for development or improvement
13. Exercise a high degree of professional judgement within Council guidelines and will be expected to be self reliant on a day to day basis.
14. Provide regular high quality formal supervision to their managers.
15. Ensure that the requirements of GDPR and Freedom of Information Act are met.

Structure:**Special Knowledge Requirement: Essential for shortlisting.**

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Experience of managing multi agency teams.	x
Practical understanding of team management issues within statutory services, able to manage a budget and manage change.	x
Ability to plan, prioritise and manage a heavy workload from a variety of sources while maintaining a high standard of quality and working under time constraints.	x
Able to manage successful service delivery in complex partnerships and an ability to build and manage relationships effectively and to bring people together to optimize partnership working	x
Practical understanding of managing attendance and capability issues with the ability to exercise strong leadership skills and experience of investigating complaints/requests and demonstrate a high level of initiative, strong analytical and problem solving skills.	x
Able to work on own initiative and manage the competing demands by effective self-management, motivation and prioritisation.	x
Identifies risks in social work contexts and establishes appropriate strategies to counter them.	x
Carry out analysis of and report information and data from a range of sources, to identify financial and other issues, resolve problems and ensure compliance with financial procedures and requirements.	x
Ability to apply safeguarding practices and promote the welfare of the child and young person, recognising and responding to harm or abuse proportionately, assessing risks and emotional resilience and making	x

informed judgements, acting within local procedures, arrangements and resources).	
Relevant experience requirement: Essential for shortlisting	
Must have recent relevant statutory experience of managing regulated resources for children and young people.	
Be able to demonstrate great interpersonal skills combined with excellent leadership and management capacity, with a passion to improve the lives of our most vulnerable children and young people.	
Relevant professional qualifications requirement: Essential for shortlisting	
Professional qualification in social work such as DIPSW, CQSW. Additional management training or qualification such as DMS, NVQ5 in management is desirable.	
Core Employee competencies at manager level to be used at the interview stage.	
Carries Out Performance Management – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately to a high standard.	
Communicates Effectively - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.	
Carries Out Effective Decision Making - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.	
Undertakes Structured Problem Solving Activity - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.	
Operates with Dignity and Respect - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.	
Management Competencies: to be used at the interview stage.	
Operates with Strategic Awareness Work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.	
Practices Appropriate Leadership Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do.	
Delivering Successful Performance Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.	
Applying Project and Programme Management Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning.	

Developing High Performing People and Teams Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.		
Working Conditions:		
Service Managers are required to provide out of hours management support by telephone (evenings, weekends and bank holidays) as part of a rota.		
Special Conditions:		
Enhanced DBS check		
Compiled by:	Grade Assessment Date: January 2020	Post Grade: Special C