

Job Description

Position Details

Position:	Residential & Resources Service Manager – Children's Services
Directorate:	Children, Young People and Families
Service:	Children's Social Services
Position no:	BGXXXX
Grade:	Grade 12 £59,234 - £ 64,942
Hours of work:	37 hours per week
Work style:	Agile Worker – Blaina ICC
DBS required:	Enhanced
Contact:	Head of Children's Social Services
Date:	November 2025

Politically Restricted? ☒ **Yes*** ☐ **No**

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Head of Children's Social Services

Responsible for: Managing a range of services areas across Children's Social Services

Job Purpose

The postholder is responsible for the strategic and operational management of a range of services across Children's Social Services.

Principal Accountabilities

Service Responsibilities:

1. Develop and implement strategic business plans for Children's Services through appropriate cross agency partnerships in order to develop effective services for children with key partner agencies such as Health, Education, the Police and the Independent Sector.
2. Provide leadership for and manage a dedicated area of the Service.
3. Exercise decision making when required to manage risk to children across the service area.

4. Develop, monitor and evaluate services for children in order to raise standards and contribute to the modernisation of Children's Services through organisational development, change management and workforce planning.
5. Ensure appropriate improvements are made to services in order to continuously improve standards of service provision.
6. Manage and control the relevant budgets, ensuring that appropriate and effective use is made of the financial resources available. Work closely with finance colleagues to maximise financial resources available to develop services for children.
7. Ensure that data relating to individual clients is recorded and that performance and activity information is reported accurately for local and national Performance Indicators and for other management information purposes. Contribute to the development of systems that will provide Management information for the Senior Leadership Team and the Leadership of the Council.
8. Develop, set and monitor standards and mechanisms for reviewing Departmental policy and practice. Ensure the highest standards are achieved and maintained in Assessment, Care Planning and Review.
9. Contribute to and manage inspection processes across the service area as required.
10. Ensure the workforce is adequately qualified and trained to carry out the requirements of the service.
11. Ensure that the professional practice and standards of Social Workers and other Team Members are promoted, supported and monitored through regular supervision and appraisals.
12. Ensure that all statutory duties in respect of children are discharged in accordance with the requirements of legislation, guidance and the Council's policy.
13. Promote good working relationships with other organisations and agencies and to develop effective joint arrangements with the statutory bodies.
14. Create opportunities to maximise preventative services to meet the needs of children within the Borough
15. Deputise for the Head of Children's Services, providing strategic and operational leadership across the service area as required, ensuring continuity of decision-making, safeguarding oversight and service delivery in line with statutory responsibilities and organisational priorities.
16. Undertake any other duties that may be required by the Head of Children's Social Services

Corporate Responsibilities:

1. Responsible, as a member of the Directorate Leadership Team, to contribute to the strategic leadership of the Directorate, challenging, shaping and securing the achievement of key priorities and strategies.
2. Ensure compliance with all relevant Welsh legislation and statutory guidance, including the Regulation and Inspection of Social Care (Wales) Act 2016 and associated regulations, in the delivery and oversight of regulated services such as fostering and children's residential care,

maintaining high standards of safeguarding, quality assurance, and service improvement in line with Care Inspectorate Wales requirements.

3. Exercise professional judgement and leadership in decision-making around care planning and threshold determinations, ensuring that interventions are proportionate, timely, and aligned with statutory guidance and safeguarding frameworks to promote the best outcomes for children and families
4. Contribute to the Council's corporate planning, performance management, framework through the development; implementation and monitoring of Service and Business Plans to ensure key priorities and targets are achieved.
5. Robust resource and financial planning and management, supporting the delivery of the Medium-Term Financial Strategy and the Council's long term financial viability, while promoting a commercial approach to cost reduction and income generation, including maximising external funding sources.
6. Providing clear, strong and motivational leadership to employees and creating a high-performance culture that drives continuous improvement, efficiency and high levels of citizen satisfaction.
7. Championing a collaborative and corporate approach by providing effective leadership, and management for the Service and workforce.
8. Leading and managing performance against objectives through the development and implementation of effective performance management systems and performance coaching of staff.
9. Providing expert advice to Directorate Leadership Teams and building positive and respectful working relationships.
10. Effective leadership and delivery of service transformation and change in line with Directorate and Council priorities.
11. Effective leadership and management of risk, assurance and governance.
12. Making a positive contribution as appropriate to influence local and regional partnership and collaborative working, promoting Blaenau Gwent and ensuring the Council maximises the opportunities and benefits arising for service delivery.
13. Effectively managing relationships with multiple stakeholders to enhance the Council's performance, reputation and image.
14. Provide strong and visible leadership and act as a role model in developing high levels of motivation and development amongst staff, a culture of openness and the promotion of equal opportunities in all services, together with maintaining positive and progressive relations with employees and trade unions.
15. Demonstrate the Council's values and behavioural competencies, i.e. providing positive leadership, acting with openness, honesty and integrity and instilling a clear sense of direction, priority and pace.
16. To ensure that the principles of equality of opportunity are fully integrated and actively pursued within all areas of the Council's service provision and employment policies, practices and procedures.

17. To comply with the relevant sections of the Council's policy statements on Health, Safety and Welfare at Work and Safeguarding.
18. To undertake responsibilities and contribute as appropriate in the event of an emergency including during periods when the multi-agency arrangements are convened as part of the Local Resilience Forum.
19. To undertake any other duties commensurate with the role and represent the Head of Service as appropriate.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
University degree	E	A
Social Work qualified and registered with the Care Council for Wales	D	A
Management qualification or willingness to enrol on a qualification course upon commencement in post (NVQ 4 or equivalent professional management qualification)	E	A
Experience		
Significant experience of working at a management level in a sector connected with Children's Social Services	E	A/I
Demonstrable success in managing and motivating teams / services to implement changes in order to achieve service improvements.	E	A/I
Experience of establishing and maintaining a performance culture and achieving performance standards	E	A/I
Experience of managing staffing issues including grievance, disciplinary and complaints procedures	E	A/I
Experience of working across corporate and interagency boundaries	E	A/I
Have a strengths based approach to service delivery	E	A/I
Knowledge / Skills		
Thorough knowledge of legislation, regulation and guidance relating to Children's Services	E	A/I
Knowledge of Financial Management and Human Resource Management and Service Planning	E	A/I
Knowledge and understanding of the key Social Care and health policy issues and the challenges facing Children's Services post pandemic	E	A/I
Excellent oral and written communication skills	E	A/I
Good leadership and interpersonal skills	E	A/I
Sound IT skills	E	A/I
Ability to deliver results within financial limitations whilst handling conflicting priorities	E	A/I
Personal Attributes		
Ability to communicate ideas and issues effectively to a wide range of individuals and groups.	E	A/I
Ability to manage change and provide practical and creative solutions to the management of strategic and operational issues.	E	A/I
Good understanding and application of performance management and coaching techniques and data analysis within the context of a council environment.	E	A/I
The ability to influence those in leadership positions in education.	E	A/I
Understanding of the wider social legislative and economic context within which service responsibilities are to be fulfilled.	E	A/I
Understanding of working in a political environment and an ability to develop effective working links with elected members.	E	A/I
Special Working Conditions / Requirements		
Full driving licence / access to a vehicle during work hours	E	A

Minimum Welsh Language Skill Requirements (Indicated with a tick (✓) below)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	X
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Leading People	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Provides inspirational leadership and is a role model to others	
Takes direct responsibility and is accountable for actions	
Respects and values the contribution and ambition of others	
Actively promotes equality and diversity	
Challenges unacceptable behaviour/attitudes	
Recognises and celebrates achievements	
Defends colleagues against inappropriate criticism	
Demonstrates and is an example of good work-life balance	

Competencies – Delivering the Vision	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Communicates a compelling view of the future	
Ensures the vision is meaningful to all	
Challenges the vision appropriately	
Proactively promotes the vision to others	

Competencies – Setting & Achieving Ambitious Targets	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is committed to continually improving performance of self and others	
Agrees ambitious performance targets and priorities for self and others	
Sets high standards and keeps self and others focused on outcomes	
Gives regular, constructive feedback on service /team/ individual performance	
Recognises and celebrates success	
Challenges poor performance appropriately	
Seeks learning opportunities from results	

Competencies – Empowering Our People	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Encourages and develops personal accountability in others	
Works to identify training and development needs in others	
Encourages others to think for themselves	
Promotes risk-taking and supports appropriately	
Utilises and respects the skills, experience, and ambition of others at all levels	
Promotes and demonstrates personal and professional learning and development in self and others	

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Creates and encourages two-way communication inside and outside the organisation	
Uses appropriate and precise methods of communication	
Has personal credibility with a variety of different groups and uses networks effectively	
Communicates positively and respectfully	
Actively listens and respects others' points of view	
Checks own and others' understanding	

Competencies – Making Informed Decisions	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to take action and be accountable	
Regards problem solving as an improvement opportunity	
Involves others in decision making	
Steps back and takes a wider view	
Uses evidence to challenge or support point of view	
Considers implications of proposed decisions	
Ensures decisions link to continually improving performance	
Has the confidence to make ambitious, difficult, or unpopular decisions	
Is able to justify and explain decisions	

Competencies – Working in Partnership	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands partnerships in the context of the “big picture”	
Promotes and is actively involved in multi-agency partnerships to continually improve services for the citizen	
Networks effectively internally and externally	
Recognises, respects, and utilises the expertise of others	
Proactively shares knowledge and information	
Seeks out the most appropriate people to contribute to partnership working	

Competencies – Managing the Political Interface	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands the political environment locally, regionally, and nationally	
Positively respects and abides by the professional code of conduct and adheres to the principles of political restriction	
Establishes and continually improves positive and appropriate interaction with all Councillors	
Raises issues and constructively challenges in an appropriate and sensitive manner	
Ensures others understand the political dimension of their work	
Provides timely, constructive, high quality professional advice to assist the political decision making process	

Competencies – Pushing the Boundaries	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Regularly and constructively challenges the status quo	
Is positive about change and identifies potential benefits to the citizen	
Taps into the innovative and creative potential of others	
Considers different methods/approaches	
Encourages others to suggest new ideas	
Supports and develops others' ideas	
Looks creatively inside and outside the organisation for new ideas and actively shares good practice	

To find out more about working for Blaenau Gwent County Borough Council, visit www.blaenau-gwent.gov.uk