JOB DESCRIPTION

Job title	Head of Service – Children's Services
Department	Social Services
Location	Unit 5 (Pentrebach Offices) and/or Civic Centre, Merthyr Tydfil
Job summary	Managing issues within Children's Services across Intake, Children with Disabilities, Early Help Hub, Multi Agency Safeguarding Hub, Child and Family, Children Looked After, Residential Placements, Looked After Children Educational Support, Care Leavers, Young Carers, Youth Offending Service, Safeguarding and Preventative work via the Supporting Change service, Merthyr Tydfil Family Centre and Community Wellbeing Services. Liaison with partner agencies – Regional Partnership Board (member of the Children partnership Board,) Youth offender Management Board, CTM Safeguarding Board, 4cs. Close links with health, housing partners, Police, VAMT. Working with Internal Partners – Housing, Education, Employability, Adult Services, Human Resources, Legal, Neighbourhood Services. Attending Scrutiny, Cabinet and Council when required to update members on children's services issues.
Short term objectives Long term objectives	Maintain a safe service within children's services. Be aware of current children's services issues and ensure the service is compliant with legislation. Being aware of new legislation and Procedures, and keeping up to date with practice. Being prepared for Care Inspectorate Wales inspections and focused reviews of service. Consideration to collaborative working build on success of other areas of multi-agency working and collaboration with neighbouring authorities. Consider how we improve and build on positive work with early intervention and prevention.
Main tasks	• Good knowledge of Policies and Procedures in Children's services. • Complete relevant reports in respect of service performance e.g. Self-evaluation and ACRF • Keep staff up-to-date with changes – good communication. • Overview of work in teams and their performance. • Managing budgets within the service. • Informing Director of key issues within children's services. • Supervision of principal managers – including sickness/HR issues. • Report writing • Attending Scrutiny, Cabinet and Council – keeping members updated. • Attending Senior Management Team Meetings and Corporate Management team meetings when required. • Updated Knowledge of key legislation. • Liaison with internal and external partners. To comply with the Council's Health and Safety Policies and procedures and undertake any relevant health and safety duties in accordance with local arrangements. To comply with the Council's decarbonisation requirements to achieve net zero carbon emissions.

Reporting to	Director (Chief Officer) social Services
Responsible for	Children's Services

(Please continue on reverse/separate sheet if necessary)

ROLE PROFILE

Vision and Context:	To put Merthyr Tydfil County Borough Council in the best position for the future by : • positioning it as a top quartile performing local authority across all local authorities in Wales. • being sustainable as an organisation. • being seen as the organisation responsible for improving Merthyr Tydfil and in particular in terms of generating economic growth for the area and enabling people in Merthyr Tydfil to improve their potential for success.
Job Purpose:	• provide leadership for the organisation in the area of responsibility working closely with the Chief Officer, elected members and other key officers as appropriate • provide management of the overall area of responsibility • ensure the application of Council policies and procedures • performance manage direct line reports • deputise for the Chief Officer (CMT) as required

Key Accountabilities

Support the work of the Chief Executive, the Corporate Management Team, the Cabinet and the Council and **in particular in relation to the agreed areas of responsibility of ……**

Strategic Vision & Direction	• Provide strategic direction and a policy lead in support of the delivery of the agreed objectives for the area of responsibility • Ensure staff understand and adhere to the strategic aims and objectives of the organisation and the agreed beliefs and values as set by the Elected Members
Leadership & Management	• Provide strong and visible leadership and management in the areas of responsibility • Ensure all Council services and external partners are appropriately engaged and co-ordinated
Quality & Change	• Support the embedding of excellent customer service, capacity building, leadership, management practices and performance • Where appropriate, sponsor change developments
Continuous Improvement & High Performance	• Ensure effective financial and performance management, risk management, people management and change management • Ensure that the corporate planning processes are implemented and priorities are informed by effective self-evaluation both on an ongoing basis as well as annually • Monitor and review service, strategies and plans to ensure these are effective, improve outcomes and provide value for money • Monitor the performance of key indicators on a regular basis and ensure that challenging targets are established and achieved

	• Ensure services provide value for money
Budget Management	• Ensure that budgets are efficiently and appropriately managed and reviewed, that financial targets are met and that pressures are identified and planned • Ensure that the available budget is appropriately targeted to address key objectives
Staff Management	• Practice empowered line management and accountability of managers • Ensure managers operate effective people skills in terms of recruitment, selection, development, promotion and re-organisation of employees to support the achievement of Council policies and objectives • Ensure the operation of effective decision-making processes and compliance for all matters • Reduce levels of sickness absence in accordance with Council policy and procedure • Set standards for managers to ensure that work undertaken by the Council is bias-free, legally compliant and reflective of best practice
Culture & Commitment	• Support the implementation of cultural and organisational change • Implement and monitor the Council's Performance Management and Appraisal scheme, ensuring it meets organisational and service needs • Maintain own continuous professional development (CPD) and knowledge of 'best practice'
Partnership Working	• Work with partnerships and key agencies within the local community and across local authority boundaries, to help provide effective and efficient public services and improved outcomes for the people of Merthyr Tydfil. • Represent Merthyr Tydfil CBC in relevant local, regional and national level meetings
General	• Undertake such duties and responsibilities as may be reasonably specified by the County Council or by the Chief Executive or by the Corporate Director. These responsibilities will be reflected in personal objectives.

Person Specification

1. Qualifications	Essential	Desirable	Assessed
1.1 Qualification up to degree level or equivalent	√		Certificates
1.2 An appropriate professional qualification relevant to the areas of responsibility	√		
1.3 A commitment to and evidence of ongoing professional development	√		Certificates CPD record

2. Experience			
2.1 Head of Service or middle manager position for a service or group of services relevant to the areas of responsibility	√		Application References
2.2 A successful background of achievement and management of change at senior or middle management level in a service or group of services relevant to the areas of responsibility	√		Application Interview References
2.3 Proven ability to lead and develop a team of professionals and other staff	√		
2.4 Ability to work within a partnership and external agency interactive environment	√		
2.5 Ability to work within an interactive trade union environment	√		
2.6 Successful management of budgets and ability to identify how to address budgetary pressures	√		
3. Knowledge			
3.1 Knowledge and understanding of service working and success in leading and managing change.	√		Application Interview References
3.2 An understanding of the key legislative and procedural aspects of the areas of responsibility	√		
3.3 Knowledge and understanding of national and other major developments for the areas of responsibility in so far as they might impact upon the work of the Council and/or its partner organisations	√		

4. Aptitude and Skills			
1.1 Proven track record as a doer as well as a thinker – strong on both strategy and implementation/execution – a 'starter' and a 'finisher'	√		Application Interview References
1.2 The ability to provide effective leadership, to communicate and motivate staff within and outside the organisation and to foster a positive organisational culture.	√		
1.3 The ability to keep track of and interpret national and other major developments which	√		

impact upon the areas of responsibility and to present these in a timely, balanced and effective manner in order to maximise the capacity of the Council and partners to lead events rather than react to them.			
1.4 An understanding of how to bring about change within a political environment		√	

5. Personal Attributes			
5.1 The ability to work to tight time-scales.	√		Application Interview References
5.2 High motivation.	√		
5.3 A high degree of personal probity, honesty and integrity and commitment to the values of public service.	√		
5.4 An empowering style, valuing the contributions of others, with a personal commitment to encouraging continuous learning and a 'can do' outlook.	√		
5.5 The ability to regularly work outside normal office hours in a range of formal and less formal settings.	√		
5.6 A clear understanding of equal opportunities and a personal commitment to proactively promote the Council's service delivery and employment equal opportunities policies.	√		
5.7 The ability to speak Welsh or a desire to learn to speak Welsh		√	
5.8 Driver with own car and full licence	√		Application Certificates

IN SUMMARY: PERSON SPECIFICATION

Job title	Head of service (Children Services)
Department	Social Services – Children's
Location	Civic Centre, Merthyr Tydfil
Personal attributes	
1. Amount of experience required	5 years management experience
2. Technical skills required	Knowledge of children's services issues and safeguarding
3. Formal qualifications	Social Work degree or equivalent
4. Personality and Competencies required	Good communication skills – written and verbal
5. Special requirements (i.e. car driver)	UK driving license. Desirable – Welsh Speaker
Manager's signature	
Date	23.3.23
Prepared by	Lisa Curtis-Jones


disability
confident
EMPLOYER


ARMED FORCES
COVENANT
CYFAMOD
EMPLOYER
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