

JOB DESCRIPTION FORM

Job Title: **Service Director: Targeted Support & Safeguarding**

Job Holder:

**Reports to:
(Name & Title)**

Executive Director Children and Young People Services

1. Job Purpose:

A Service Director of the Council and member of the Extended Corporate Leadership Team (ECLT), this role takes collective and shared responsibility for the effective leadership and corporate management of the Council's services and delivery of improved outcomes and the achievement of value for money.

Acting as a professional lead on all matters within their portfolio of responsibility, the post is responsible for a range of Council services

Accountability and responsibility for the leadership and management of Peterborough City Council's Targeted Support and Safeguarding Services function together with undertaking a full leadership role in the Children's and Young People's Services Management Team to ensure that children's needs are met across the whole spectrum of intervention and prevention. There will be an expectation that they will work across Children's and Young People's Service and other directorates to ensure that Social Care is fully integrated with other parts of the directorate.

- To deputise for the DCS, when relevant, work across Children's and Young People's Services and closely with the Chief Officers and elected Councillors on the whole service agenda.
 - To effectively lead on the Council's Achieving Outstanding Plan, raising the quality of practice across Targeted Support and Safeguarding and multi-agency partnership to ensure that this is a highly performing service.
 - To attend, report and be accountable for the provision of reports to the Children and Education Scrutiny Committee, Corporate Parenting Committee, Cabinet Policy Forum and any other relevant Council meeting.
 - To ensure staff compliance with safeguarding policies and procedures and ensure practice is of the highest standard.
 - Safeguarding lead for the authority and designated Officer for the Safeguarding Partnership Board.
 - To work closely with the Service Director for Education and all schools and Head Teachers to achieve the best outcome for children and families.
 - Responsible collectively as a key member of CSDMT for the overall Children's Services budget of approximately £7 million.
- Designated officer for the MASH Operational Board, Family Safeguarding Partnership Board, Youth Offending Service Board.

2. Organisation:

Staff

Responsible for 6 permanent direct reports including:

- Head of Service for Targeted Support Service
- Head of Service for Assessment & Family Safeguarding
- Head of Service for Corporate Parenting
- Head of Service for Youth Targeted Support Service

Service Manager MASH

Service Manager Complex Safeguarding Hub

3. Leadership and collaboration:

Provide clear, compelling and inspiring leadership to the Council contributing to the delivery of the Council's Purpose, Strategic Priorities, communicating a clear vision and purpose to positively engage others, internally and externally.

Effectively contribute to the development and delivery of the Council's Corporate Strategy, Medium Term Financial Strategy and Workforce Plan. Actively understand the challenges faced by colleagues across the organisation to be able to support all ELT colleagues to deliver their objectives as well as those of the whole council.

Create a high-performance culture by providing strong and motivational leadership to drive continuous improvement, efficiency savings and higher levels of satisfaction for residents of the County. Actively promote the council's priorities and ways of working and the Council's values and behaviours to ensure they are delivered throughout the organisation.

Role model and take responsibility for ensuring an effective approach to corporate parenting and safeguarding of vulnerable people is embedded in areas of responsibility. Develop and implement effective communication and engagement arrangements with service users, stakeholders, communities and partnership agencies to facilitate effective relationships that drive improvements in service delivery.

Actively develop and maintain strong and strategic relationships with key external stakeholders in the public, private and community and voluntary sectors, to optimise opportunities for delivering services in partnership wherever this would generate improved outcomes, effectiveness, or efficiency.

Ensure that the Council is able to specifically influence, work with and achieve collaborative benefits and investments, in partnership with the Cambridgeshire and Peterborough Combined Authority, NHS Cambridgeshire and Peterborough Integrated Care System and the Greater Cambridge Partnership and District and City Councils.

As a Senior Responsible Officer (SRO) or Sponsor of major programmes and projects of change and delivery, ensuring effective programme and project management approaches are applied, ensuring delivery to time, budget and plan, managing risks and issues dynamically and ensuring benefits planned are realised.

4. Governance:

Fully understand and uphold the Constitution, Scheme of Financial Delegation and Contract Procedure Rules of the Council and ensure that they are followed throughout the directorate as well as that effective strategy, policy and resource considerations are at the heart of decision making so that services are delivered as efficiently and effectively as possible.

Support the democratic process, providing advice to elected members on the appropriate response to local, regional, national and international matters as well as the internal

business of the Council.

Champion and lead risk effective management of risk and the active response to audit findings in relation to service delivery and be jointly accountable with others in CLT for the corporate risk register and corporate risk framework of the Council.

Ensures the Council fulfils its duties in relation to standards, complaints and scrutiny, to maintains an open culture of transparency, accountability and ownership, taking responsibility for mistakes, putting them right and learning lessons for future improvement.

Act to protect and improve the overall reputation of the Council, representing the Council at appropriate local, regional and national forums and in the media, as required.

To promote, preserve and protect the health, safety and wellbeing of councillors, employees, service users, contractors and partners in the provision of Council services, ensuring that the provisions of all relevant legislation are achieved, such as the Health and Safety at Work Act 1974.

5. Innovation:

Champion innovation by being open minded to new and radical ways to deliver services, actively seeking out good practice from others to learn from to develop our own service design and delivery.

Promote a culture of continuous improvement by encouraging colleagues to share ideas, take appropriate risks, and recognising innovation.

Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability and continuous improvement.

6 Equality, Diversity and Inclusion:

Promote an organisational culture that is positive, safe, respectful and compassionate, as well as open to change and feedback enabling everyone to feel empowered and valued.

Act at all times in ways that create an inclusive environment where people can thrive and be empowered to do their best. Role model good behaviour and practice and proactively seek ways to ensure staff feel valued and develop a sense of belonging.

Demonstrate awareness of the diverse needs of our residents to inform the decisions made about the services we deliver and ensuring a robust approach to equality impact assessments and their application to employment, service delivery and policy development.

7. Finance:

The post holder is directly responsible for a gross budget for this directorate of £6,363,924 which includes staffing salaries and children in need spend (section17).

The post holder is also accountable and responsible for ensuring the LAC placement budget of circa £16k is not overspent by ensuring children are whenever possible, safely looked after at home rather than coming into care. This post holder is the main driver of spend in this area.

The post holder will:

- Ensure all budget holders come in on target and are properly accountable for spend in their area.
- Continually review and reshape service delivery to achieve financial efficiencies and maximise opportunities for income generation, whilst maintaining the highest standards

of service delivery

- Ensure the effective management and deployment of all appropriate budgets in line with agreed financial processes, envelopes and savings, including contract budgets for people services and pooled budgets where appropriate.

8 Staff:

The postholder will be responsible for a workforce of approximately 200 FTE.

9. Principle areas of accountability:

- To lead, direct and manage a range of children and young people's services, either directly managed or commissioned from other providers to ensure the highest possible quality of care, development, learning and support for children and young people in order to secure the best outcomes for children and young people, whilst representing best value for the city council.
- To manage the budget for Targeted Support and Safeguarding Services, leading and directing the annual budget setting and realignment processes to meet identified priorities and ensuring the best possible financial management.
- To manage Targeted Support and Safeguarding Services to the highest possible practice standard to ensure excellent outcomes for all children and to secure the best possible OFSTED rating.
- To lead and attend the Corporate Parenting Committee ensuring elected councillors are fully appraised of their corporate parenting responsibilities.
- To ensure robust recruitment and retention strategy is developed and delivered.
- To ensure staff compliance over a number of performance indicators and that thresholds for intervention are fully understood and complied with across all agencies.
- To develop interagency working arrangements across all services to secure and improve performance as defined locally or nationally. To be responsible for the delivery of best multi-agency practice through the Joint Safeguarding Partnership Boards.
- To carry out any additional duties and responsibilities as requested by the Executive Director of Children's and Young People's Services, including deputising for then as required and contributing to the corporate management of the city council and the management of Targeted Support and Safeguarding Services as a member of ECLT in order to secure continuous improvement in services to the people of Peterborough.

10. Areas of responsibility:

The post holder will be responsible for the following service areas:

Targeted Support Service
Assessment
Family Safeguarding
Corporate Parenting

Youth Targeted Support Service
Multi-Agency Safeguarding Hub and Complex Safeguarding Hub

Statutory Responsibilities:

This post:

- Takes all strategic and operational decisions relating to the Service with reference to the DCS if appropriate and relevant, who is kept informed of high profile matters on a need to know basis.
- Informs and/or consults the DCS and Portfolio Holder about all politically sensitive and complex matters relating to the business of the division.
- Takes responsibility for the development of strategic business and financial plan for the division in the context of a collaborative corporate and departmental planning framework.
- Takes responsibility for the financial decisions within the overall budget divisions and corporate standing orders and financial regulations.
- Makes recommendations to the DCS in relation to strategic policy and planning of the division, defining priorities, and developing plans in response to those priorities.
- Contributes to the strategic development of the department as a member of the department senior Leadership Team

11. Key relationships:

Relationship with line manager – Director of Children’s and Young People’s Services

Annual objectives are set within the corporate appraisal and performance development framework. An interim review takes place at 6 months and 1:1 meetings of around 1 hour take place fortnightly. Departmental Management Team meeting chaired by the DCS takes place weekly. Other meetings are arranged with the DCS as required to focus on specific projects or developments.

Relationship with direct reports:

All direct reports are subject to the corporate Our Conversation process and have individual objectives to meet the objectives set within the corporate and departmental planning framework. All have 1:1 supervision session monthly.

The Senior Management Team meets twice monthly. All managers have direct access to the SD on an ad hoc basis and contact may be more frequent depending on the operational issues which required decisions to be made at my level. In addition, there are frequently high profile, high risk operational matters which are brought to the attention of the SD on a need-to-know basis where advice and guidance are needed for service managers and for which the post holder is responsible for informing the DCS and Chief Executive and where necessary providing advice and guidance to those chief officers.

Other contacts:

1. Regular contact with a range of regional and government officers, including those from DFE, Home Office, DCLG, and Ofsted in relation to national strategic developments, performance assessment, and inspection and regulatory functions.
2. Elected Members: Contact on at least monthly basis both formally and informally with a range of elected members, including:
 - Cabinet Members
 - Chair and Members of scrutiny committee
 - Chair & Members of Corporate Parenting Committee
 - Ward Members
3. Contacts outside the department: regular engagement with chief and senior officers in partner organisations.
4. School: contact with head teachers, governors and school leaders in the context of supporting schools in delivering for Children in Care and other vulnerable children.
5. Health - ensure contact with health professionals in the context of working together to support the needs of children and families.
6. Regular contact with service users through visits to services, engagement forums and ad hoc contacts relating to specific circumstances.

12. Decision Making Authority:

This post:

- Takes all strategic and operational decisions relating to the Service with reference to the DCS if appropriate and relevant, who is kept informed of high profile matters on a need to know basis.
- Informs and/or consults the DCS and Portfolio Holder about all politically sensitive and complex matters relating to the business of the division.
- Takes responsibility for the development of strategic business and financial plan for the division in the context of a collaborative corporate and departmental planning framework.
- Takes responsibility for the financial decisions within the overall budget divisions and corporate standing orders and financial regulations.
- Makes recommendations to the DCS in relation to strategic policy and planning of the division, defining priorities, and developing plans in response to those priorities.
- Contributes to the strategic development of the department as a member of the department senior Leadership Team

13. Person Specification:

Essential qualification:

Educated to degree level, with a social work qualification

Desirable qualification:

Management qualification

Knowledge / Experience:

Significant and successful experience of:

- Working at a senior level within a large and complex organisation with comparable scope, responsibilities, budget, and resources.
- Providing balanced strategic advice and guidance in a political setting.
- Leading the delivery of public services with competing priorities and demands often outside of the Council's direct control.
- Leading transformational change and creating innovative service models, particularly in response to the demands of an organisation that is undergoing a radical transformation and modernisation.
- Delivering complex projects on time and within budget and outcomes.
- Leading and contributing to strategic decision making, resource allocation and to policy formulation and delivery, adopting a problem-solving culture.
- Delivering creative and innovative solutions to improve the use of resources and achieve value for money across an organisation.
- Establishing a strong performance culture including effective performance measures, evaluation of service quality and the improvement of service delivery to achieve the Council's objectives.
- Leading, managing and developing employees to sustain high levels of service delivery, recognising and developing talent.
- Developing and nurturing positive and constructive working relationships with a wide range of customers, stakeholders and partners, maintaining a positive personal and organisational profile.

Role specific:

- Has successfully performed as a third-tier manager in a local authority with at least 10 years post qualification experience, predominantly in Social Care, and has demonstrated change competencies and can demonstrate turn round improvement in their current posts.
- Extensive management experience and a track record of consistent achievement within large and complex organisations, including effective decision-making, policy formulation, design and delivery of services and projects which involve people from different service or professional disciplines.
- A demonstrable track record in performance management within a solution focused and problem-solving culture together with experience and evidence of delivering performance through successful partnerships.
- A thorough understanding of the political, legislative and regulatory regime within which local authorities operate.
- Experience of managing services to meet the needs of diverse communities.
- Experience of designing and leading change within an organisation, with evidence of establishing a positive culture within teams and personal commitment to diversity in shaping service outcomes and transforming services.

Skills:

Ability to demonstrate:

- A comprehensive understanding of the current issues and challenges facing local

government as well as the statutory framework governing the sector.

- Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment.
- Business acumen and an entrepreneurial mindset to lead the strategic delivery of services and maintain a focus on obtaining best value for money at all times balanced, against the difficult and sensitive challenges faced.
- Ability to lead, develop and sustain effective team, partnership and multi-agency working through strong effective advocacy, influencing and negotiating skills.
- Skills to provide creative solutions to complex problems together with high level analytical, presentational and communication skills.
- Ability to establish and sustain positive relationships that generate confidence, ability and trust.
- Highly developed influencing and negotiation skills to operate at a strategic professional and political level, locally and nationally.
- Understanding of the barriers to organisational and cultural change and the commitment to being a catalyst for change.

Role specific:

- Excellent interpersonal skills with an ability to relate in a range of settings to a wide range of audiences in a manner that inspires respect, trust and confidence with evidence of highly developed negotiating, networking, advocacy, oral and written and presentation skills.
- High motivation and personal drive, resilience and demonstrates highly developed emotional intelligence and self-awareness.
- The ability to think conceptually, strategically and systemically to solve problems and focus on delivering outcomes.
- The ability to act decisively within the context of an ability to accurately analyse risk and benefits in difference courses of action.

Personal Effectiveness:

Ability to demonstrate:

- A clear and strong personal commitment to equality, diversity and inclusion and a track record of developing inclusive services and leading by example.
- Evidence of leading people and services to recognise, respect and value individual needs to achieve a culture of inclusivity.
- Evidence of operating effectively and openly within the democratic process with the political acumen and skills to develop productive working relationships with Councillors that command respect, trust and confidence.
- Personal and professional credibility which commands the confidence of elected members, senior managers, staff, external partners and external stakeholders.
- Leadership by example with a style that empowers others and is open to question and challenge as well as a commitment to continuous self-improvement.
- A commitment to and evidence of successful strategies in managing personal resilience and wellbeing at a leadership level and promoting positive leadership practice, role modelling these behaviours for others.
- Evidence of planning for the future delivery of services, including effective

workforce planning for future challenges.

14. Additional Information:

Political Restriction

Context to Role:

SIGNATURES:

After reviewing the questionnaire sign it to confirm its accuracy

JOB HOLDER: _____

DATE: _____

LINE MANAGER: _____

DATE: _____