



# Role Profile

Service Manager (Children & Families Operations)				Purpose			
Reference No.	A4520	Type	Generic	Deliver high quality Children & Families Social Work Services within the context of a partnership approach aimed at building community and family strengths and capacity; reducing risk and inequality. The Service Manager is responsible for the development of an effective strategic commissioning framework and performance management culture throughout their areas of operation, driving continuous improvement and contributing to strategic planning and development to improve Children & Families social work services across Fife and the wider reform agenda.			
Service	Children & Families Operations						
Job Family	Service Manager 2	Grade	FC12				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
The post holder is a key member of the Social Work Service and reports to the Head of Service for Children & Families and Criminal Justice. The post holder will identify, monitor and achieve relevant quality standards and represent the Council, Directorate or Service at agreed internal / external meetings, producing reports and delivering presentations. In addition the post holder may assume operational line management responsibility for a number of front line Children & Families teams.				Managerial experience within a social work setting Experience of commissioning and relevant strategy/organisational planning Experience of driving and delivering organisational and cultural change Managerial experience within a Children & Families social work setting Educated to degree level in Social Work or equivalent Achieved a relevant Post Qualifying Award Leadership skills – proven strategic thinking Analytic skills Motivational skills Ability to manage conflicting demands Financial management skills		✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓

E = Essential Criteria    D = Desirable Criteria

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	IT skills		
The post holder will directly manage team managers within the Children & Families social work service and will provide professional leadership and support to the teams delivering a social work service through partnership fora, team development, coaching, managing attendance and performance as well as fostering knowledge and professional learning.	Ability to manage complex staffing situations Ability to develop and maintain effective relationships Motivational skills Evidence of supporting staff development Evidence of managing professional teams Delegation skills	✓ ✓ ✓ ✓ ✓ ✓	
The post holder will lead the design, implementation and delivery of new components of service where gaps are identified, specifically through partnership strategic leads, a policy officer, area teams and place based social work services. This will be informed by the development of a strategic commissioning framework and the management of staff developing this, recognising the current high level social work budget of £4.5 million . The focus of work will demand the development of effective relationships across the Directorate ,the corporate teams ,HSCP, FVA and wider stakeholder group, with a commitment to bring in new investment and monies /collaborations to Fife.to improve outcomes in line with strategic planning..	Organisational development skills – Evidence of driving change in culture and practice in line with the rights agenda and improvement methodology Evidence of translating national guidance into local practice Evidence of developing high performing teams Evidence of compassionate leadership approaches Evidence of delivery of services within financial and legislative regulations	✓	
The post holder will lead Children & Families social work participation in partnership approaches to reducing risk and inequality whilst increasing inclusion, fairness and access to services.	Track record of collaborative working across partnerships	✓	
The post holder will manage change with Service Managers, employees and external partners as required to minimise disruption to service delivery in areas and minimise risk. Report on a regular basis to different strategic/management groups as necessary.	Strategic planning and positively facilitating organisational change Project management skills Motivational skills Ability to develop and maintain effective relationships	✓ ✓ ✓ ✓ ✓	
The post holder will contribute to and represent the Council on relevant national public and private sector bodies which develop and share policy, national standards and best practice (e.g. COSLA, Improvement Service and Scottish Government, professional bodies etc).	Report writing skills Presentation skills / confident delivery style Experience of actively working in the national arena and sharing best practice with other Councils and organisations	✓ ✓ ✓	

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Working with Elected Members on a regular basis, to respond to queries, support policy development and improve the customer experience or reputation of the Council.	Experience of working with elected representatives Understanding of the issues arising from working with non-executive stakeholders or politicians	✓ ✓	
Ensuring project and policy compliance with legal, regulatory, professional body and social requirements.	Ability to analyse problems and determine creative and practical solutions (take ownership) Ability to demonstrate project work delivering efficiencies or savings Financial management skills	✓ ✓ ✓	
Contributing to the wider development of the Directorate as a member of the Social Work Management Team and extended Directorate Leadership Team across Education and Children's Services.	Track record of contributing to change outside of immediate area of responsibility	✓	
Managing the Health and Safety of staff working within their teams. Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations.	Understanding and experience of Health and Safety Financial management skills IT skills	✓ ✓ ✓	
Ensuring compliance with statutory, regulatory and governance requirements, reporting to strategic and other relevant Committees as part of the Council's governance framework.	Experience of working with elected representatives Comprehensive knowledge and awareness of relevant regulation, legislation and statutory requirements	✓ ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
<p><b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.</p>	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>