



Role Profile

Service Manager (Criminal Justice Social Work Services)				Purpose			
Reference No.	A4519	Type	Generic	Deliver high quality Criminal Justice Social Work Services including services to courts, prevention focussed work with people who have committed offences and their families along with the development of partnership activity aimed at reducing re-offending. The Service Manager is responsible for the development of an effective performance management culture throughout their areas of operation, driving continuous improvement and contributing to strategic planning and development to improve criminal justice social work services across Fife.			
Service	Criminal Justice Services						
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. Implementing a programme of quality self-assessment to fulfil Best Value requirements.				Managerial experience within a social work setting Managerial experience within a Criminal Justice social work setting Must be educated to degree level in Social Work Leadership skills – proven strategic thinking Analytic skills Motivational skills Ability to manage conflicting demands Financial management skills IT skills		✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓
				Ability to manage complex staffing situations Ability to develop and maintain effective relationships Motivational skills		✓ ✓ ✓	
The post holder will directly manage team managers within the criminal justice social work service and key management support staff where required. The post holder will provide professional leadership and							

E = Essential Criteria D = Desirable Criteria

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support to the teams delivering criminal justice social work through team development, coaching, managing attendance and performance as well as fostering knowledge and professional learning.	Evidence of supporting staff development Evidence of managing professional teams Delegation skills	✓ ✓ ✓	
The post holder will leading the design, implementation and delivery of new components of service where gaps are identified.	Project management skills	✓	
The post holder will lead criminal justice social work participation in partnership approaches to reducing re-offending including but not limited to: membership of the Reducing Offending and Reoffending Partnership; MAPPA; ADP; Fife Violence Against Women Partnership.	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	✓ ✓ ✓	
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.	Understanding and experience of Health and Safety	✓	

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Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations.	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
Before confirming appointment: 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.

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results