

## Delivery / Team Lead (Tier 4)

### Z467 Service Manager (Specialist)

<b>Directorate:</b> <b>Service area:</b>	Children & Young People Directorate Children and Families Quality & Impact – Voice Influence & Change
<b>Accountable to:</b>	Tier 3 Service Manager
<b>Accountable for:</b>	Budget Under £450,000
<b>Politically restricted post</b>	Yes
<b>Delivery teams:</b>	Non Social Work Operational Team – Voice, Influence and Change Team
<b>Grade</b>	Hay 10

#### Context

You will play an active role as part of our service team working in partnership with our delivery and commissioning Team Leaders to innovate our service delivery capabilities in voice, influence and participation of children, young people, parents and carers. The overall objective is to support users of our services to co-produce, influence and change services to meet the needs of children and their families. This role will involve close working across all Children's Services within the organization.

You will support the Service Manager and other Delivery Team Leaders in achieving our organizational vision and outcomes.

You will manage your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector, children, young people and their families.

#### Specific role assignment

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"><li>● Responsible for the provision of Children and Family services.</li><li>● To ensure that the service meets regulatory requirements and departmental standards.</li><li>● The recruitment, training and development of staff.</li><li>● Budget management and forecasting as the cost center manager.</li></ul>
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<b>Key business measures</b>	<ul style="list-style-type: none"><li>• Voice of children and young people to listened to and understood.</li><li>• Children, young people, parents and carers co-produce services with officers across Children's Services (Children &amp; families Service, Education Service and People Strategic Commissioning)</li><li>• % Care Leavers (Relevant and Former Relevant 16 - 21) who are NEET</li><li>• % Care Leavers (Relevant and Former Relevant</li></ul>
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	<p>16-21) in suitable accommodation</p> <ul style="list-style-type: none"> <li>• % of appraisal completion</li> <li>• % of Staff Turnover</li> <li>• Sickness Absence days per FTE</li> <li>• Break even budget</li> </ul>
<b>Statutory responsibilities</b> (if applicable)	Local Child Protection Procedures.
<b>Specific experience</b>	Experience of managing teams. Experience of delivering Children and Family Services particularly specialist provision of participation utilizing Youth Work skills and knowledge.
<b>Specific qualifications/and registration</b>	Qualified in a relevant field, such as youth work, education or with extensive experience in a Child and Family Setting
<b>Budget responsibility</b>	Over £450,000 (includes contribution to budget as well as direct cost center management)
<b>FTE responsibility (line management)</b>	approx. 50
<b>Key stakeholder relationships</b>	<ul style="list-style-type: none"> <li>• Children, young people and their families</li> <li>• Apprentices employed by the County Council and partner agencies.</li> <li>• Children and Families Operational Leadership Team</li> <li>• Partner Agencies, including the NHS, schools, police and the courts</li> <li>• Commissioners</li> </ul>

### Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> <li>• Deliver in year service plan (1 year)</li> <li>• Effective contract and supplier management</li> <li>• Meet budget, savings and income targets</li> </ul>

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none"> <li>• Statutory compliance</li> <li>• Professional practice</li> <li>• Procedure compliance</li> </ul>

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- Execute the statutory or regulatory duties that are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none"> <li>• Deliver operational performance objectives</li> <li>• Manage the workforce</li> <li>• Deliver continuous improvement plans</li> </ul>

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

## Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none"> <li>• Workforce development</li> <li>• Workforce planning</li> </ul>

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"> <li>• Monitors the service performance framework</li> <li>• Effective servicedesign</li> </ul>

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

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Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none"> <li>Deals with performance issues</li> <li>Maintains business continuity</li> <li>Role model of how we work principles</li> </ul>

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

#### Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

#### Our Behaviours



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be