

Role Profile

Job Title: Service Director – Children’s Services
With responsibility for Children’s Social Care

Service Group: Children and Families, People Directorate

Accountable to: Corporate Director - People

Grade: SD Level 1

JE Code: JE1390 **Competency Level:** 5

Purpose of the Job

To hold responsibility for the leadership and management of MKC children’s social care function together with to ensure that vulnerable children’s needs are met.

To undertake a leadership role in the People Directorate, deputising for the Director of People in his corporate role and statutory role as Director of Children’s Services, when relevant, and work closely with other Chief Officers and Councillors on the children’s services agenda.

To effectively lead on raising the quality of practice across social care and multi-agency partnership to ensure that children’s social care is a highly performing service in accordance with national and council priorities and policies.

To ensure staff compliance with safeguarding policies and procedures and ensure practice is of the highest standard, acting as the professional safeguarding lead for the authority.

Responsibility for a total budget for Children social care of £32,991,121.

Children and Families

1	Lead in the development and implementation of strategies and service plans that will continue to transform the management and quality of the children’s services and deliver significant and sustained improvements; ensuring that service planning takes full accounts of current service take up and demographic trends and that future resources are targeted at identified needs and priorities.
2	Ensure that service developments are properly planned and facilitated through the establishment and development of strategic and effective partnerships with internal and external partners and stakeholders; promoting interagency working and managing challenging and conflicting priorities to ensure successful outcomes for local children and families; and the realisation of the Council’s vision and objectives.

3	Lead, motivate and develop managers and other staff within the service, ensuring their potential is realised; Using the Council's Management Competencies/Appraisal procedure to undertake performance reviews and ensure that Service training plans and personal development plans are in place that reflect service improvement priorities.
4	Deputise for the Director and take the lead on allocated directorate projects as required.
5	Provide professional advice and support for the Lead Member for Children's Services, the Cabinet and Scrutiny and other elected members as required, attending Council Committees and meetings when appropriate.
6	Ensure effective performance management of the service so as to achieve children's social care services' goals and objectives, including developing and improving external performance assessments that inform service improvements.
7	To manage the budget for children's social care, leading and directing the annual budget setting and realignment processes to meet identified priorities and ensuring the best possible financial management and commercial focus.
8	Ensure that the services operates within the Constitution, financial regulations, contract rules, and all approved Council policies and procedures.
9	Represent the Directorate and Council at a local and national level, attending and presenting at conferences, seminars, working parties and so on to promote and represent the Council's interests and work collaboratively with others.
10	Act as the 'agency decision maker' (The Agency Decision Maker is the person within a fostering service and an adoption agency who makes decisions on the basis of recommendations made by the Fostering Panel (in relation to a fostering service) and the Adoption Panel (in relation to an adoption agency)).
11	Ensure services provided to children and their families actively address the inequalities experienced by the diverse communities in Milton Keynes.

Main Accountabilities

1	Children in Need and Child Protection
2	Children in Care (including children's homes)
3	Children with Disabilities
4	Safeguarding

Corporate Leadership Role

As members of the Council's senior leadership team, Service Directors have collaborative and individual responsibilities to be fulfilled in a 'One Council' context. The key elements are:

1	Collective and strategic responsibility for working with the Chief Executive, the Corporate Leadership Team, other senior managers, the Cabinet, other elected members and external partners to improve
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	outcomes in line with the Council's corporate priorities.
2	Active engagement with transformation and change programmes to shape the organisation as it evolves; constantly scanning the environment for opportunities to embed the 'one council' approach and identifying effective strategies to challenge resistance.
3	Individual accountability to the Corporate Leadership Team for service group performance including the delivery of service plan objectives, revenue and capital projects, budgets, human resource management, business continuity, and risk management.
4	Applying corporate systems and frameworks to meet agreed standards for managing people, budgets, services, health and safety, risk, and fulfillment of all the requirements of the senior manager role in Milton Keynes Council.
5	Milton Keynes Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Service Directors are expected to share this commitment, and to model it for other employees, to follow the Council's safeguarding policies and procedures and to behave appropriately towards children and vulnerable adults at all times, both in work and in their personal lives.
6	Ensuring the service group meets corporate equalities requirements; promoting the Council's equalities and diversity policies within the organisation, with partners and in all aspects of the role.
7	Fulfilling the Council's emergency planning duties.

Person Specification

Qualifications and Experience

- Relevant degree or recognised relevant professional qualification.
- Evidence of significant professional development.
- Proven experience of operating at senior management, strategic level in a large, diverse organisation, including officer level experience of directing service delivery to children, young people and their families.
- Experience of leading and managing change, resulting in measurable service improvements in a large, complex public sector environment.
- Evidence of successful strategic and operational resource management including evidence of the resolution of conflicting priorities within tight financial constraints.
- Experience of working effectively within a political environment providing balanced advice and guidance on strategic and operational issues; with proven ability in establishing positive relationships with elected members
- A track record of success and achievement adopting a customer focused approach to service provision.
- Proven ability in building effective teams and integrated relationships; empowering and motivating employees.

Required skills and attributes

Strategic Thinking

Demonstrates and communicates a clear vision for future services and the Council.

- Understands the challenges facing services in the short and medium term.
- Ability to consider, devise and prepare complex strategies and policy documents for delivering the vision.
- Clear commitment and enthusiasm for the vision.
- Thinks radically about options for service delivery and demonstrates enthusiasm and support for different approaches in keeping with corporate frameworks.

Working Together/Partnership Working

Builds and maintains effective working relationships, with a range of colleagues and partners.

- Works alongside others to achieve a common purpose, developing a collaborative approach underpinned by trust, respect and support.
- Able to network with other people including internal and external customers and other stakeholders.
- Works effectively on an inter-agency basis, this includes maintaining good external relations with Government departments, external inspectors and auditors, financial and professional bodies and other local authorities.

Political Sensitivity

Adept at operating within the political setting of a local authority.

- Able to develop effective relationships based on trust, with elected councillors; provide timely, accurate and unbiased advice.
- Understanding and sensitivity to political dimension in developing and supporting activities and initiatives.
- Recognition of and strategies for managing conflicting national, regional and local pressures.

Leading People

Leads and motivates others to deliver high performance and results.

- Able to manage talent effectively: must have commitment to and be effective in coaching and developing staff and teams, to realise potential.
- Holds high expectations of people and manages performance effectively.
- Leverages diversity to achieve innovation and creativity.
- Achieves this through flexibility of leadership and influencing styles.

Focus on Improvement and Results

Continuously drives forward the services of the Council for the benefit of customers/ residents

- Uses data to identify performance issues and improvement opportunities.
- Challenges individuals and groups to deliver improvements to the quality, effectiveness and value for money of services.

- Ensures a strong 'customer focus' is at the heart of how the services operate.
- Understands the effect of service outcomes on customer needs.
- Brings about service changes quickly to achieve improvements.

Personal Effectiveness

Instills confidence and commands respect including through a high standard of communication and influencing skills.

- Effective in expression of ideas, intentions, needs etc in a group setting, one-to-one or in writing.
- Self aware: continues to develop self in order to improve own performance.
- High levels of personal drive and resilience.
- Prepared to tackle challenging issues.

Decision Making

Reaches sound judgements, balancing all the issues and risks effectively and consulting people appropriately.

- Anticipates and manages problems, risks and opportunities for the Council.
- Ensures strategies, plans and decisions are based on an understanding of the needs of residents and service users.
- Willing to take decisive action based on firm facts and advice.
- Able to manage substantial budgets and deliver budget options within a corporate framework.

End [Updated 27 June 2016]