



JOB TITLE:	Group Manager		
GRADE:	G14	SERVICE AREA:	Children's Services
JOB CODE:	CHI92GROUG14		
REPORTS TO:	Head of Service	LOCATION:	Walsall Borough
SPECIAL CONDITIONS:	Some working outside of normal office hours Legislation imposes restrictions on political activity for certain local government employees. This position is designated as a politically restricted (sensitive) post as set out in Part 1 the Local Government & Housing Act 1989 and the Local Government (Political Restrictions) Regulations 1990 (LGO(PR)R 1990) [SI 851] and S.30 of the Local Democracy Economic Development and Construction Act 2009. Enhanced DBS (Children's) required This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- Place children and young people at the heart of everything you do and listen to their voice and views when planning, delivering and improving services.
- Have overall responsibility for the provision of strategic leadership and operational responsibility for social care and/or SEND (special educational needs and disabilities) teams.
Leading and continuously challenging to improve the quality and effectiveness of practice.
- Be a member of the social care services leadership team and develop partnership working across partner agencies in line with our vision 'Walsall Right 4 Children'
- Responsible over: Fostering Service, Residential Services for children and Placement Services. Registered Managers, Team Managers, Practice Managers, the Senior Educational Psychologist and all other staff in social care teams and special educational needs teams

3. Role specific duties and accountabilities:

Horizon Scanning

- Lead and develop a specific area of children's services including children's social care and/or SEND (special educational needs and disabilities) teams
- Improve outcomes for children through constructively and effectively challenging professional and managerial practice.
- Keep abreast of Children's national initiatives, new legislation, regulation, guidance and local developments and then drive through their implementation
- Promote the development of a learning culture and develop an 'Evidence Informed' approach to Practice underpinned by research and data, consultation with children, young people and their families
- Lead on the development and implementation of policy and procedures appropriate to the relevant specific service area including social care and SEND.
- Represent the directorate in inter-agency, corporate and regional groups as required.
- Deputise for Head of Service / Assistant Director as required.

Leading People

- Motivate the managers reporting to you, their staff and those who work with you to be ambitious for children by ensuring effective performance and overseeing the delivering of highly effective services
- Provide strategic leadership and purpose in children's services with particular reference to a specific service area including social care and/or SEND.
- Manage the recruitment, induction, deployment and retention of staff to achieve service wide goals.

- Ensure that team managers and staff are provided with reflective supervision, support, development and training, appraisals and team meetings.
- Deal with disciplinary, grievance, performance and sickness absence, issues in accordance with council procedures.
- Promote the Council's Health and Safety policy.

Managing Resources

- Manage resources delegated to the post holder in compliance with Financial Regulations and the scheme of delegations.
- Ensure that the budget is used effectively and efficiently to maximise use of available resources and that budget pressures are identified to the Assistant Director as soon as they occur.
- Seek additional funding opportunities to enable the development of innovative solutions for children and families.
- Promote the Council's Equal Opportunities Policy and Equality and Diversity strategies and to undertake equality impact assessments as necessary.
- Promote a positive image of the service and to act as an ambassador for Walsall Council at all times. Contribute to the development and review of management information systems in planning and monitoring and improving service activities.
- Be responsible for the preparation implementation and monitoring of plans for the specific service area and contribute to directorate and multi-agency planning and strategies.
- Implement relevant Risk Management strategies ensuring compliance with current and future corporate requirements.

Managing Performance

- Ensure that service delivery support and quality assurance processes are monitored, reviewed and redesigned to ensure the optimal efficiency and effectiveness
- Take a lead role in implementing children's services quality and performance frameworks.
- Undertake themed and specific audits as required and to lead in the subsequent monitoring of action plans.
- Ensure that children, young people and their families are aware of and have access to Complaints (including compliments) and Representation services.
- Act as designated officer in the initial stages of the Complaints and Representation Procedure.

Managing Self

- Comply with data protection legislation particularly when dealing with referrals to the DBS and Social Work England
- Take responsibility for continuing personal and professional development

4. Key Stakeholders and reporting lines:

Report to the relevant Head of Service



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Skills and Competencies Communicates with people – shows confidence and credibility, relates well to others, promotes fairness and equity.	A/I	3
Achieves positive outcomes for children, young people, their families, carers and communities – is customer and outcome focused, strives for continuous improvement.	A/I	3
Uses initiative, is innovative and drives through change – is change oriented, displays creative thinking.	A/I	3
Manages resources and plans for high performance to gain the maximum benefit – displays sound financial management, plans ahead and demonstrates breadth of thinking.	A/I	3
Develops effective partnerships and responds to external pressures – works well with others, demonstrates an external focus.	I	2
Is politically aware and understands how the organisation works.	I	2
Abilities		
Able to demonstrate knowledge of legislation and government initiatives and their implications for local authority service delivery of fostering, residential and in the areas of children's services.	A/I	3

Able to demonstrate experience of successful management of service delivery involving children in need of protection Looked After Children and children with additional needs as appropriate requiring prioritisation and sound decision making.	A/I	3
Able to demonstrate experience of setting thresholds for service delivery and of decision making in complex risk assessments.	A/I	3
Able to demonstrate experience of managing service provision within the allocated budget, monitoring that budget and using other funding opportunities to maximise available resources.	A/I	3
Able to demonstrate a commitment to Evidence Informed Practice.	I	3
Able to promote the involvement of children and young people in the delivery review and design of services.	I	3
Able to demonstrate an understanding of project management and performance management principles and to apply them in practice.	I	2
Able to demonstrate an understanding of Health and Safety issues.	I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post	I	3
Awareness of, and commitment to, confidentiality and handling data	I	
Appropriate Experience: Substantial post qualification experience of working with children, young people and families in an appropriate setting and substantial relevant management and leadership experience.	A/I	3
Qualification: Professional Social Work Qualification or relevant SEND qualification and Social Work England registration.	A	
A Post Qualifying Qualification.	A	
Relevant management qualification or willingness to undertake and complete in a timely way.	A	
Prepared by: DC Date: April 2016 Amended by: Jivan Sembi Date: August 2021		