

Job Description

JOB TITLE:	Group Manager
GRADE:	M (plus Market Forces supplement of £5020 pa)
POST NUMBER:	TBC
DIRECTORATE:	Children's Services Directorate
SERVICE:	Assessment and Early Intervention Service
RESPONSIBLE TO :	Head of Service – MAST, Assessment and Early Intervention Service and Eva Armsby Centre
RESPONSIBLE FOR:	Team Managers and Support Staff which could include a range of operational services
	<p>This post requires a DBS check</p> <ul style="list-style-type: none"> • Enhanced with Barred list check (Both Adult and Child Workforce) <p>This post is not politically restricted</p>
JOB SUMMARY:	<ol style="list-style-type: none"> 1. To achieve good outcomes for children and young people by delivering high quality children's social services across the borough. 2. To have oversight of integrated and co-ordinated borough wide services in partnership with internal and external partners. To achieve good outcomes for children and young people by delivering high quality children's social care across the borough. 3. To take responsibility for leading on the development of partnership work across the statutory and voluntary sector to promote high quality service provision for children and young people and their families. 4. To hold professionals to account across education, social care, the police, health, probation and other organisations to ensure services for children and young people meet statutory requirements and best practice. 5. Take the lead in ensuring sound decision-making, risk management, and provide effective leadership and management of the Service & Team(s), ensuring there is a clear focus on purpose and outcomes and for children and families.

	<ol style="list-style-type: none"> 6. To ensure there is effective quality assurance systems in place and provide challenge about individual cases and overall performance of the services. 7. Understanding of legal duties and best practice guidance. Ensure compliance with Public Law Protocol, the 2014 Children and Families Act and accompanying guidance. 8. Parenting Assessment Framework: Ensure compliance with the Department of Health Framework for the Assessment of Children in Need and their Families (2000) provides the overarching conceptual map for systematic assessment work, addressing the child's developmental needs, parenting capacity and family and environmental factors. 9. Undertake the duties of managing the day-to-day operational business of the team, provides the space for good quality supervision to take place, career progression and staff retention. 10. Provide operational oversight and support for children subject to assessment and intervention with SEND needs and young carers support key initiatives identified within the Improvement plan. 11. The Group manager will have the overarching responsibility of the assessment teams which hold complex statutory cases. Take on a strategic lead role in the implementation of the key thematic areas of the Children's Social Care Improvement Plan such as neglect, harm outside the home and domestic. 12. Engage in the development and implementation of a workforce strategy that focuses on recruitment, retention, training, and professional development. Champion career progression and staff retention through coaching, mentoring, and creating pathways for growth. 13. Oversee performance management, providing regular and effective supervision, and ensuring staff are equipped with the skills and support they need to deliver high-quality services. 14. Develop and maintain strong working relationships with internal and external stakeholders, including education, health, probation, police, voluntary sector organisations, and other partners. 15. Advocate for children's social care needs at service. Represent the service in local, regional, and national networks to influence policy and practice in children's services. Develop strategies for involving families in
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	<p>decision-making processes and ensuring they are supported in accessing the right services. Build partnerships with local to provide holistic and preventative services that reduce demand for statutory intervention.</p> <p>16. Data-Driven Decision Making and Performance Analytics use data and performance management systems to monitor the effectiveness of services.</p> <p>17. Use performance data to inform service delivery decisions, ensuring interventions are timely, appropriate, and evidence-based. Embed a robust quality assurance framework to monitor individual case progress and overall service performance, ensuring compliance with statutory requirements and best practice. Lead efforts to engage with the local community, ensuring that services are responsive to the needs of families and communities. Implement children social care better together framework Work collaboratively, co- produce.</p> <p>18. Monitor s17 budget, ensuring financial resources for children's effectively meet service objectives and identify opportunities for cost efficiencies without compromising service quality and outcomes for children and families.</p> <p>19. Partake in any redesign of services to ensure they are flexible, responsive, and meet the evolving needs of children and families.</p> <p>20. Promote diversity, equity, and inclusion within teams and Cultural humility in the decision making responding to the diverse needs of children and families from all backgrounds.</p> <p>21. Ensures transparent, clear, and consistent messaging about services provision and their impact. maintain the reputation of the teams within the borough, ensuring public understanding of services provided and outcomes achieved.</p> <p>22. Take lead and embed crisis management strategies to ensure the team is prepared for emergencies or sudden surges in demand. Build resilience within the teamd by ensuring staff are trained and prepared to manage high-stress situations effectively.</p> <p>23. Take the lead in developing crisis management protocols and strategies to ensure the team is prepared for emergencies or sudden surges in demand.</p> <p>24. Build resilience within the team by ensuring staff are trained and prepared to manage high-stress situations effectively.</p>
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	<p>25. Develop and implement contingency plans for dealing with major incidents or public scrutiny, ensuring continuity of service delivery. Evaluation of service delivery and interventions to ensure they are having a positive impact on children and families.</p> <p>26. Embed the outcome of audits and ensure evidence-based practices are integrated into service planning and delivery, creating and maintaining a culture of continuous improvement</p>
ROLE REQUIREMENTS:	
1.	To manage the service, and team(s) in Children's Social Care to meet the objectives of the organisation, the service and the individual performance plan for the Directorate, Service and post.
2.	To take a lead in project / functional management of a development within or on behalf of the Service when required.
3.	To lead and manage the teams to ensure there is a clear sense of purpose, a strong focus on children and families, and a high level of achievement of objectives
4.	To actively participate as a member of the Service Management Team and contribute to operational and strategic management of the Service.
5.	To manage services and teams in your service area to agreed national and local standards. This includes ensuring the delivery of the Council's performance management framework in your agreed management area.
6.	To make a significant contribution to the overall strategic direction and project management of the Service and where appropriate the wider children's services directorate.
7.	To take responsibility for, and be accountable for, service delivery, including ensuring your service meets Ofsted and other statutory standards.
8.	To create and maintain a strategic development plan for your service and involve stakeholders appropriately in the development of the strategy, ensuring that the strategy sets out a clear direction for the service including how the design of the service meets the needs, and the standards of practice, parameters, policy and processes that will apply.
9.	To communicate as part of an agreed strategy with all relevant staff in your Service / Team area and contribute to the wider communication within the service and directorate.
10.	To directly line manage the allocated Management posts within your agreed Service / Team Area and the wider agreed service portfolio and oversee the management function in your service.
11.	To ensure that all staff in your Service / Team area engage in My Annual Review plan and that these link closely with national and local business, service and team plans. To ensure that all staff have regular supervision and appraisal in accordance with the organisational supervision & appraisal policies.

12.	To ensure that there is an on-going strategy for the learning and development of the staff in the service / team.
13.	To create and implement a workforce and succession plan in your service / team area.
14.	To ensure that the service / team is outward looking and innovative.
15.	To develop functional expertise in your service / team area, ensuring there is a good awareness of research, policy, legislation and practice development.
16.	To ensure that management responsibilities are carried out within all of the Council's agreed policies and procedures
17.	To ensure that duties are carried out within the agreed scheme of delegation.
18.	Carry out all the duties and responsibilities of the role, in accordance with the leadership & management behaviours contained in the LBTH Leadership & Management framework / core values. practice.
19.	To understand and adhere to SWE professional standards and to understand and be able to apply the Professional Capabilities Framework (PCF) in their own and others'
CORPORATE RESPONSIBILITIES	
20.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
21.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
22.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
23.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
24.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
25.	Deputise for your manager when required for short-term periods e.g. when your manager is on leave.
PEOPLE	
26.	To work restoratively with children and their families, and colleagues either within the directorate or outside organisation.
27.	To take part in the inter-agency strategic and operational planning process and to jointly manage services with key partners where appropriate and agreed.

28.	To develop methods of securing effective support, liaison and advice from the relevant support services e.g.: HR, L&D, Finance, and Legal.
29.	To develop key service partnerships and, where agreed, joint management arrangements with other key agencies such as health, education, housing and the voluntary sector.
FINANCE	
30.	To undertake all duties according to the Council's agreed policies and procedures, standing orders and financial regulations
31.	Managing budgets including the efficient deployment of resources
32.	To plan, monitor and control the budget in the agreed service / team area and contribute to the overall financial process of the directorate
PERFORMANCE	
33.	To provide manage oversight of the teams, ensuring that the objectives of the team/s and service plans of the Directorate are met.
34.	To manage services and teams in your service area to agreed national and local standards. This includes ensuring the delivery of the Council's performance management framework in your agreed management area.
35.	To take lead responsibility for the assessment of parents subject to Public Law Protocol, the contact team and Positive Change Service within a multi-disciplinary and inter agency framework.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Requirements	Person Specification for the Post of	Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<p>1. Working knowledge of the legislative framework within which Social Care operates, inclusive of legislation, regulation and national guidance and procedures specific to this post.</p> <p>2. Thorough knowledge and understanding of current professional practice issues in relation to this post.</p> <p>3. Understanding of the culture of organisations and acts to work within it or influence it.</p> <p>4. Knowledge of the diverse communities and their needs.</p> <p>5. Experience of managing people and projects, inclusive of equal opportunities legislation and its application.</p> <p>6. High level of IT skills and knowledge of IT</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>ATI</p> <p>TI</p> <p>TI</p> <p>ATI</p> <p>ATI</p> <p>TI</p>

	systems used in Social Care		
Qualifications & Experience	7. A nationally recognised social work qualification	E	A
	8. Current or expected registration with Social Work England	E	A
	9. At least 5 year of post-qualifying experience in a statutory Children's Social Care setting	E	A
	10. Experience of working within an equal opportunities' framework.	E	A
	11. A substantial amount of team management experience in the children and families' field.	E	A
	12. Experience of working as a Practitioner and Manager within a multicultural environment which provides services to a variety of disadvantaged groups.	E	A
	13. Experience of developing and implementing quality assurance systems.	E	A
	14. Experience of managing a high volume of work within a quality and equality framework.	E	A
	15. Experience of working	E	A

	with other agencies at a strategic level.		
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Building relationships 16. Leads and supports positive working relationships across the council and with partners to optimise outcomes. Collaborating 17. Keeps abreast of external changes which impacts on delivery, seeking collaborative solutions to achieve the best outcomes.	E E	A/I/T (4) A/I
We are OPEN and transparent	Communicating clearly 18. Connects the 'bigger picture' to audiences own values, goals and ideas. Being approachable 19. Approachable and seeks regular internal and external feedback to improve how they do things and to shape strategy and organisational improvement.	E E	A/I/T (5) A/I
We are WILLING to challenge, innovate and be accountable	Being accountable 20. Takes accountability for leading the organisation in being ambitious and delivering high standards.	E	A/I/T (6)

	out a DBS check on this role.		
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Health and Safety responsibilities for: Managers and Supervisors Job Descriptions

Health and safety responsibilities include:

- being familiar with health and safety policies and procedures
- setting a positive example
- communicate health and safety policies and procedures to staff
- carry out, review and share risk assessments
- consider work-related violence, abusive or threatening behaviour in the planning and development of safe working systems and procedures
- ensure adequate first aid provision
- holding staff accountable
- ensuring staff receive adequate information, instruction, training and supervision

Appendix 3: Health and Safety responsibilities for: Managers and Supervisors Job Descriptions (cont)

- cooperate with trade union/safety representatives and attend relevant meetings
- ensure work-related accidents/incidents are reported and investigated in line with procedures.

Appendix 3: Health and Safety responsibilities for: Staff Job Descriptions

Health and safety responsibilities include:

- always ensuring that duties and responsibilities are carried out in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Workforce & Organisational Policies and Procedures, the Council's Health & Safety Policy.