

Job Description

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| JOB TITLE: | Group Manager |
| GRADE: | M (plus Market Forces supplement of £5020 pa) |
| POST NUMBER: | D031300021 |
| DIRECTORATE: | Children's Services Directorate |
| SERVICE: | Children Looked After & Throughcare |
| RESPONSIBLE TO : | Head of Service, Children Looked After & Throughcare |
| 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. Lead and manage teams of statutory services within Supporting Families Division 2. Ensure the service achieves the required outcomes, with partners, including strong safeguarding and stability of care to meet the needs of children and families 3. 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. <p>Main purpose of the role: Children Looked After</p> <p>The CLA Group Manager has responsibility for the management and oversight of practice, and direct line management of the 4 Team Managers within the service. The Group Manager has oversight of all statutory through care services to children looked after up to age 16, including complex care proceedings case work, ensuring the service works to the principles of good corporate parenting set out in the Children and Social Work Act 2017. Significant and successful experience of court work and permanency</p> |

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| | planning for children, up to and inclusive of Adoption work, are necessary for this role. The individual will provide operational oversight and/or support to the Children's Social Care Improvement Board, Corporate Parenting Board, and Health and Social Care Steering Group for Children Looked After, and support key initiatives identified within the Improvement plan. |
| ROLE REQUIREMENTS: | |
| 1. | To manage teams in an agreed service area within 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 management of at least one key theme or development within or on behalf of Children's Social Care |
| 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 Children's Social Care Management Team and contribute to operational management of the Children's Social Care Service |
| 5. | To manage 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 operational direction and of Children's Social Care and where appropriate the wider social services directorate |
| 7. | To develop key service partnerships and, where agreed, joint management arrangements with other key agencies such as health, education, housing and the voluntary sector |
| 8. | To take responsibility for, and be accountable for, service delivery, including ensuring your service meets Ofsted and other statutory standards |
| 9. | To ensure you deliver to the agreed areas set out in the service plan and involve your teams and wider stakeholders appropriately in the development and delivery of the plan including how the teams will meet the needs, and the standards of practice, parameters, policy and processes that will apply |
| 10. | To communicate as part of an agreed strategy with all relevant staff in your team area and contribute to the wider communication within the Service and directorate |
| 11. | To directly line manage the allocated team manager posts within your agreed Service Area and the wider agreed |

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| | service portfolio, and oversee the management function in your service. This role requires that the post holder is available on call |
| 12. | To ensure that all staff in your teams have an annual performance management plan and that these link closely with national and local business, service and team plans |
| 13. | To ensure that there is an on-going strategy for the learning and development of the staff in the service |
| 14. | To create and implement a workforce and succession plan in your team's area |
| 15. | To ensure that the service is outward looking and innovative |
| 16. | To develop functional expertise in your teams, ensuring there is a good awareness of research, policy, legislation and practice development |
| 17. | To plan, monitor and control the budget in the agreed teams and contribute to the overall financial process of the service and directorate inline with the scheme of delegation |
| 18. | To take part in the inter-agency and operational planning process and to jointly manage teams with key partners where appropriate and agreed. |
| 19. | To develop methods of securing effective support, liaison and advice from the relevant support services e.g., HR, L&D, Finance, and Legal. |
| 20. | To ensure that management responsibilities are carried out within all of the Council's agreed policies and procedures |
| 21. | To actively contribute to, promote and monitor the implementation and effectiveness of the Council's Equality policies and procedures |
| 22. | To undertake all duties according to the Council's agreed policies and procedures, standing orders and financial regulations |
| 23. | To work closely with colleagues and external agencies to monitor and audit service quality standards and to apply the principles of Best Value and continuous improvement to the agreed Service area |
| 24. | To develop and implement the Directorate's agreed IT strategy. To ensure that information technology is used to its fullest potential to provide management information and to inform future service delivery |
| 25. | To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation |
| 26. | Carry out duties and responsibilities in accordance with the council's Health and Safety Policy and relevant Health and Safety legislation |

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| 27. | Deputise for your manager when required for short-term periods e.g. when your manager is on leave |
| 28. | 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. |
| 29. | To understand and adhere to Social Work England code of practice in all aspects of their work; and to understand and be able to apply the Professional Capabilities Framework (PCF) in their own and others' practice. |
| CORPORATE RESPONSIBILITIES | |
| 30. | Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach. |
| 31. | Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented. |
| 32. | Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups. |
| 33. | 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. |
| 34. | Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff. |
| 35. | Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach. |
| 36. | Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented. |
| PEOPLE | |
| 37. | Work as a member of a team providing a service to users that ensures initial actions, arrangements and care plans are in place to safeguard and promote the well-being of children and young people Support childcare planning in respect of all family and children cases, and chair such meetings where appropriate |
| 38. | Comply with supervision and appraisal arrangements and use feedback to review and modify interventions and care plans as appropriate. |

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| 39. | Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups. |
| 40. | 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. |
| 41. | Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff. |
| 42. | Adherence to the council's commitment to the health, safety and welfare at work policy |
| 43. PERFORMANCE | |
| 44. | Undertake at all times to take into account the views of children, young people and their carers and to facilitate their participation in the assessment, intervention and review process. |
| 45. | Make appropriate assessment of individuals' social care needs in collaboration with health and other relevant agencies, taking into account the wishes of individuals and their carers. |
| 46. | Plan services to meet individual needs in co-operation with relatives, carers, friends, health and other care agencies. |
| 47. | Implement and operate systems, in accordance with the Council's policies and procedures which ensure that the quality and standards of professional practice and performance are achieved. |

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 |
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| Knowledge | 1. Strong working knowledge of the legislative framework within which Social Care operates, inclusive of legislation, regulation and national guidance and procedures specific to this post. This includes care proceedings. | E | ATI |
| | 2. Thorough knowledge and understanding of current professional practice issues in relation to this post. | E | TI |
| | 3. Understanding of the culture of organisations and acts to work within it or influence it. | E | TI |
| | 4. Knowledge of the diverse communities and their needs. | E | ATI |
| | 5. Experience of managing people and projects, inclusive of equal opportunities legislation and its application. | E | ATI |
| | 6. High level of IT skills and knowledge of IT systems used in Social Care | E | TI |

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| 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 years of post-qualifying experience in a statutory Children's Social Care setting, including substantial management experience. | E | A |
| | 10. IT literate in Word and Excel, and willing to undertake further training as necessary | E | A |
| 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 11. Leads and supports positive working relationships across the council and with partners to optimise outcomes. | E | A/I/T (4) |
| | Collaborating 12. Keeps abreast of external changes which impacts on delivery, seeking collaborative solutions to achieve the best outcomes. | E | A/I |
| We are OPEN and transparent | Communicating clearly 13. Connects the 'bigger picture' to audiences | E | A/I/T (5) |

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| | <p>own values, goals and ideas.</p> <p>Being approachable 14. Approachable and seeks regular internal and external feedback to improve how they do things and to shape strategy and organisational improvement.</p> | E | A/I |
| We are WILLING to challenge, innovate and be accountable | <p>Being accountable 15. Takes accountability for leading the organisation in being ambitious and delivering high standards.</p> <p>Personal development 16. Creates a culture of learning, to build capacity and manage talent internally</p> | E | A/I/T (6) |
| We empower each other to be EXCELLENT and go the extra mile | <p>Having purpose and personal motivation 17. Get others excited about Tower Hamlets vision, strategy, values and goals and how they can make a difference.</p> <p>Focusing on support and well being 18. Actively seek out ways to support and promote well-being across the organisation.</p> | E | A/I |
| We RESPECT all communities, they are the | <p>Understanding our customer's needs 19. Actively contributes to building a</p> | E | A/I/T (7) |
| | | | A/I/T (8) |

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| heart of everything we do | <p>customer-focused-culture across the council and with partners.</p> <p>Respecting diversity and being inclusive</p> <p>20. Seeks ways to harness the opportunities presented by the diverse workforce and community.</p> | E | A/I |
| Additional Requirements | <p>21. To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.</p> | E | A/I |
| | <p>22. To comply with the requirement to carry out a DBS check on this role.</p> | E | A/I |

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.