

Job specification



Job title: Service Manager for the Academy teams and Children with Disability Service
Service: Children and Families
Grade: G14
Reporting to: Service Lead

Your job

As a service manager within Children Social Care, you will lead a high performing, child focussed Social Care service. You will be responsible for the day to day running of your service for children in need of help and protection, including the staff, teams and financial budgets. You will support the Service Lead to manage the strategic development, delivery and transformation within the associated Social Care service area, meeting all statutory requirements.

You will be responsible for:

- Embedding and underpinning service delivery through the Wigan Deal Principles and Family Safeguarding practice model.
- Leading the service to deliver high quality, effective Social Work practice, including in the Academies, developing newly qualified social workers to have the right skills and support.
- Leading and contributing to the development of SEND partnership working including holding Designated Social Care Officer (DSCO) role.
- Ensuring the service meets statutory requirements.
- Ensuring children, young people and families have access to the right support, at the right time in the right place.
- Having clear management oversight on risk and issues across your service
- Continually striving to improve service delivery and outcomes, being innovative and creative.

Through the implementation of the deal principles, you will demonstrate and encourage others to be creative, innovative and improve service delivery, demonstrating improved outcomes for children and families.

You will be central in developing the workforce, fostering a culture of continued learning, adoption of best practice, developing aspirational future leaders within the organisation.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Lead a group of teams in the locality service including the Academy teams and the Children with Disability service, developing plans to ensure a consistently high standard of aligned to wider Children's services plans.
- Provide strategic leadership to develop and deliver high quality practice in the service. You will be expected to drive effective and robust care planning and have confidence that the best outcomes are being achieved for children and their families. You will ensure that all children have a plan for permanence at the earliest opportunity and that children and families have the right support and intervention at the right time and by the right service.
- You will be part of the delivery and implementation of the Family safeguarding model of practice in Wigan. The Family Safeguarding Teams use a Motivational Interviewing model of practice in their work and employs a multidisciplinary approach. The aim is to work collaboratively with the right families, at the right time, respecting families' rights, following guidance and law. The teams take a whole family approach to child protection to keep more children safely at home with their families.
- You will lead and drive the DSCO role across the Local Authority and link in with our key multi agency teams in the delivery of this.
- Support the Service Lead to ensure there is a continuous focus on the performance and quality of interventions with children, young people and families.
- Be responsible for providing direct management support and leadership to the Team Managers, driving performance, whilst offering high support and high challenge.
- Provide line management to Team Managers within the service, providing high quality supervision, driving practice standards within individual teams whilst ensuring staff feel supported to develop and grow in their roles.
- Develop and sustain effective multi agency, partnership working.
- Drive the delivery of the Practice Priorities for Children and Young People and Quality Assurance Framework to develop services, ensuring strategic plans are understood by your teams and reflected in day-to-day service delivery.
- Embed a culture of learning and reflective practice to assist with the development of services, informed by evidence based, best practice and disseminating learning from local and serious case reviews and share opportunities to learn, grow and develop their skills.
- Provide strong leadership to support and challenge the effective commissioning of placements and services to meet the needs of children and young people in need of help, protection and of being looked after.
- Be accountable for the effective implementation of a performance management framework. You will be accountable for the performance and the raising of standards of practice, reporting and providing assurance to the senior leadership team and elected members.
- To deputise on behalf of the Service Lead and other Service Managers as required, including in a range of multi-agency complex meetings and panels.
- You will be expected to support the Out of hours rota as a senior manager to ensure we are able to provide effective support for families during evenings and weekends.

- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Be fully qualified, have accredited social work professional status (CQSW, DipSW, CSS, PQCCA), current registration with Social Work England,
- Strong leadership skills, with considerable experience of managing statutory specialist services and experience of chairing complex meetings
- Significant knowledge and fundamental understanding of current research, innovation and good practice standards in relation to children & families and safeguarding.
- In depth knowledge of statutory and legislative frameworks which underpin safeguarding children, working together, collaboration and effective planning to ensure that children receive the help they need.
- Experience of working with and supporting children with disabilities.
- Proven, effective experience of implementation of strategic plans, and leadership of achieving KPIs
- Experience of successfully leading services and supporting staff during periods of change and development
- Excellent negotiation and influencing skills, with internal and external stakeholders
- The ability to successfully plan for and effectively contribute to transformational plans and programmes as well as statutory service requirements e.g. Ofsted.
- The ability to manage a heavy workload under pressure and meet competing deadlines
- A good decision maker who can make critical decisions using your own initiative
- A political awareness and experience of working with key stakeholders to ensure collaboration and partnerships
- The ability to work as part of a team and as an individual, with an innovative approach to recognising problems and providing solutions.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.