**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Service Director – Childrens Social Care and Family Help |
| **Job Reference** | 17531 |
| **Grade and Salary** | Assistant Director (AD) Higher - Salary (e.g. £18,933) per annum This role includes performance related pay progression |
| **Service and Team** | Children and Young People (CYP) |
| **Location** | Based at Endeavour House, Ipswich with a requirement for frequent travel across the county - Hybrid |
| **Status** | Full-time, Permanent |

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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

Accountability and responsibility for the strategic leadership and management of Suffolk County Council’s Social Care and Family Help functions together with undertaking a senior leadership role in the CYP Leadership Team to ensure that children’s needs are met across the whole spectrum of intervention and prevention. There will be an expectation that you will work across Children, Education and Families and other directorates to ensure that Social Care is fully integrated with other parts of the directorate.

* To achieve positive outcomes for the Children and Young People of Suffolk.
* To deputise for the Executive Director CYP, when relevant, work across Children, Education and Families Services and closely with the Chief Officers and elected Councillors on the whole service agenda.
* To provide impactful leadership to CYP to enable and empower your team to deliver outstanding services supporting children and young people to reach their potential and improve their life chances and wellbeing.
* To support Elected Members to develop policy and strategic direction that improves the lives of Suffolk residents and that delivers good quality and value for money services, either directly or through innovative delivery models.
* To effectively lead on the Council’s ILACS improvement plan, raising the quality of practice across Social Care and multi-agency partnership to ensure that Social Care is a highly performing service.
* To ensure staff compliance with safeguarding policies and procedures and ensure practice is of the highest standard.
* To contribute to the strategic development of public services across Suffolk and nationally.
* To be accountable for service-specific statutory roles and functions, where relevant.

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| **What you will be expected to deliver in the role** |

* To support the Executive Director & senior stakeholders in creating a clear vision and plan for the provision of Childrens services for the people of Suffolk.
* To lead, direct and manage a range of children and young people’s services, either directly managed or commissioned from other providers to ensure the highest possible quality of care, development, learning and support for children and young people in order to secure the best outcomes for children and young people, whilst representing best value for the council.
* To take lead responsibility in your service area, for devising, developing and embedding the policies, practice and culture necessary to ensure the best possible outcomes for Suffolk.
* To be accountable for the leadership, development and delivery of the Suffolk Children and Young People Alliance/Integration approach through fostering key strategic partnerships across education, health, care and service user organisations, locally and regionally to create an integrated system that is rewarding and empowering to work in.
* To manage your service areas to the highest possible practice standard to ensure excellent outcomes for all children and to secure the best possible OFSTED rating.
* To ensure robust inspection preparation across children and young people’s services in collaboration with the wider partnership as required, ensuring a coordinated response throughout any inspection activity, for example ILACS, ASEND, Youth Justice and regulatory inspections.
* To be responsible for the strategic leadership and effective deployment and oversight of budget and resources covering our full range of services and provisions within your portfolio needed to meet the needs of children and young people requiring our care or support.
* To provide leadership of both organisational and directorate strategies, plans and priorities to ensure that we are delivering against them, risks are managed and escalated appropriately and that they remain fit for purpose and aligned to future needs.
* To role model, develop and implement innovative strategies to encourage a high-performance culture that delivers excellence, best value, promotes success and continuously improves.
* Championing Signs of Safety and other relevant practice models (i.e. Restorative Practice, Trauma informed practice, and THRIVE) to ensure practice standards remain strong across all services, through effective challenge and support to team leaders and promoting evidenced based best practice
* To be fully accountable for the delivery of the local and national agenda, statutory and legal obligations within the allocated functional service area (including health & safety).
* To anticipate and plan for future service developments ensuring that service planning and delivery takes account of national performance standards, statutory and local performance plans and through co-production with communities and service users.
* To manage the strategic financial allocation efficiently and imaginatively.
* As a term of your employment, you will be required to be involved in Emergency Planning Services. The Authority will delegate tasks to you as appropriate within the Emergency Planning arrangements. It is expected that you will participate in training exercises and emergency planning responses.

In addition to contribute to and lead as appropriate on:

* Any project or programme as agreed by the Executive Director CYP.

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| **Unique Selling Points of the Job**  |

The unique appeal of the job lies in the opportunity to be a central player of a strong leadership team that will drive change for the benefit of children and their families in Suffolk on a scale and with an ambition that is unrelenting. Every child will exceed their potential.

At a time of significant change with the Council the posts allows for an innovative thinker who is able to challenge long held values, customs and practices whilst operating with the highest levels of leadership, management and integrity.

The post-holder will be expected to help make a considerable and measurable difference. They must think and act strategically, coordinate and direct across a complex landscape, develop and maintain outstanding relationships with many colleagues and partners and be fully accountable for the impact of their decisions and actions on the improvement in outcomes for children.

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| **Autonomy**  |

* Postholder will be supported by and take direction from the Executive Director CYP. Beyond this, there will be considerable freedom to determine how to achieve agreed objectives.
* Suffolk County Council’s constitution sets out the formal delegations for decision making and resource management to Chief Officers generally.
* The Head of Services role has discretion to initiate policies and procedural changes within the constitution, but would be expected to consult with their Director, Chief Executive and/or Portfolio Holders on any issue that is likely to be contentious or have implications for other parts of the County Council.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Degree or equivalent.
2. Social work qualification and registration.
3. Evidence of further, relevant professional development.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. Evidence of acting as a leader and role model in fairness, Equality, Diversity and Inclusion (EDI) and Health, Safety and Wellbeing.
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

1. A comprehensive understanding of the current issues and challenges facing children’s services and local government as well as the statutory framework governing the sector
2. Demonstrable evidence of high performance and achievement at a senior level within a local authority and/or large, multi-functional organisation with comparable scope, size and complexity.
3. Proven record of successful transformation and service redesign, translating strategic ambitions into real achievements within a demanding and politically sensitive environment.
4. A track record of policy and strategy formulation and implementation of these into operational practice.
5. Evidence of harnessing the strengths and talents of people at all levels, in order to support them to realise their full potential and achieve common goals.
6. A record of successful resource management, budget management, monitoring and control of the performance of human, financial and physical resources in a complex/political organisation.
7. Evidence of providing sound professional advice to and building effective and productive working relationships; in particular having the self-confidence and perspective to facilitate open and honest relationships with senior stakeholders, partners, agencies and staff.
8. Evidence of successful multi-partner and/or commercial negotiations which have had a positive impact on communities and other stakeholders including staff.
9. Evidence of successfully collaborating with elected Members and building effective and productive political working relationships that enhance service delivery.
10. A track record of demonstrable success in community engagement and involving children and young people in the development and delivery of local services.

**Additional requirements**

* Whilst the council is a flexible employer, given the role, you will need to be a visible leader in the organisation and across the county, with in-person attendance required on a frequent and weekly basis.
* Frequent travel throughout Suffolk and the wider region is required.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

* **Frequent Travel Essential** - You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Leadership Competencies** |

**Your role is to:**

* Support the leadership with the development of service agendas.
* Lead on specific areas of strategy, policy, service design and development in support of the council’s vision and strategic plan.
* Be accountable for ensuring services are value for money and delivered to required standards.
* Engage and influence stakeholders to ensure the best outcomes for Suffolk.
* Implement elements of the corporate agenda and people strategy.
* Provide strategic and operational leadership for specific services or professionalisms to ensure high quality practice, responses and interventions.
* Ensure a flexible working environment that is responsive to changing priorities.
* Enable an empowered and innovative workforce.
* Promote success and continuously improve.
* Enable a climate of trust.
* Enable a culture that recognises and values to contribution of others.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.