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| **Job details** | |
| **Job title** | Strategic Service Improvement Partner |
| **Job Reference** |  |
| **Grade and Salary** | Senior Manager (SM) - £70,086 - £79,174 per annum  This role includes performance related pay progression |
| **Service and Team** | Children and Young People Services, CYP Transformation |
| **Location** | Endeavour House, Russell Road, Ipswich. IP1 2BX |
| **Hours per week** | 37 |
| **Status** | Fixed Term (18 months) |
| This role may offer the following flexible working options | * *Working compressed hours (eg a nine-day fortnight)* * *Hybrid working options, including some home working* * *Working from different Council buildings* |

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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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| **Organisational Context** |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

As a senior manager in Children and Young People’s Services you will be at the forefront of managing change, leading high quality and effective ways of working and managing staff, resources or projects to achieve the best possible outcomes for children, young people and their families in Suffolk.

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| **Typical responsibilities of a role at this level** |

* To provide strategic leadership for countywide Services.
* To establish a safe, coherent and consistent approach to needs assessment and service delivery for children and young people in Suffolk.
* To achieve best value services through maximising provision within the available budgets.
* Hold portfolio responsibilities for delegated Services.
* To work with and deputise for the Assistant Director for Transformation and improvement to develop and deliver the County Council and directorate strategic agenda.
* To act as a champion for vulnerable children and families.
* To develop establish new systems of working and key strategic relationships that will contribute to supporting children ‘in need’ and their families.
* To support the Assistant Director Transformation and improvement and senior stakeholders in creating a clear vision and plan for the provision of services for the people of Suffolk.
* To take delegated responsibility, within specific service area, for devising, developing and embedding the policies, practice and culture necessary to ensure the best possible outcomes for Suffolk.
* Provide inspirational leadership and clear vision to a wide range of partners, stakeholders and CYP staff.
* To role model, develop and implement innovative strategies to encourage a high performance culture that delivers excellence, best value, promotes success and continuously improves.
* To be accountable for delegated areas of the local and national agenda, statutory and legal obligations within the allocated functional service area (including health and safety).
* To make a significant contribution to the development of integrated working across diverse teams and functions with varied and complex aims, cultures and interdependencies.
* To anticipate and make a significant contribution towards the planning of 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 delegated budgets within the strategic financial allocation efficiently and imaginatively.
* To assist the AD in commissioning and decommissioning services as required actively contributing to the review of the 'right source' option for their future delivery - including outsourcing, co-sourcing or insourcing to ensure the most effective and efficient delivery method for Suffolk
* To ensure services provided by voluntary, independent and private sector organisations are appropriately monitored to ensure they meet required standards and represent value for money.
* In addition to contribute to and lead as appropriate on:
  + Any project or programme as agreed by the Assistant Director Transformation and improvement.

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| **Autonomy** |

Postholder will be supported by and take direction from the Assistant Director Transformation and improvement. Beyond this, there will be considerable freedom to determine how to achieve agreed objectives.

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| **About the team** |

In this role, you will work under the guidance of the Assistant Director for Transformation and Improvement and the Executive Director for Children and Young People. You will provide expert strategic advice and guidance to CYP Leadership Team colleagues in support of our collective transformation and improvement agenda.

You will work alongside our wider senior management group, joining collegiate colleagues working in support of the services aims. You will have close working relationships with Heads of Service in many key CYP services, as well as with our Strategic Partners in HR, Finance, ICT, Program Management and Data and Intelligence.

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

This fixed-term role has been established to support CYP with its service improvement agenda. You will lead a suite of development work across Social Care, SEND, Youth Justice and Family Support Services with a focus on inspection priority areas and readiness for re-inspection.

You will also work alongside LT and corporate finance leads to ensure our transformation portfolio for 2025/26 and 2026/27 is well planned, developing our strategy for reform of services to ensure best possible practice, whilst maintaining a focus on efficiency and value for money.

**Day to day tasks may include:**

* Supporting CYP Leadership Team in the development of a vision for CYP reform.
* Developing new transformation and improvement strategies in conjunction with leadership team and heads of service
* Turning these strategies into operational improvement plans and advising on the most appropriate governance to support this
* Working with key leads in our partnership (Health, Education, Police, Suffolk Parent Carer Forum) to ensure our approach to improvement and development is well coordinated.
* Provide strategic support to the chairs of key forums in our existing governance structures, for example the Strengthening Services Board and CYP Strategic Alliance Board
* Supporting the AD for Transformation and Improvement in ensuring effective interface with Corporate Services and the wider council to ensure corporate awareness of CYP’s strategic aims, particularly where there are interdependencies such as capital development, staff resource planning.
* Develop robust transformation and service improvement risk management and reporting approaches
* Assume lead responsibility for specific Ofsted and SEND improvement projects
* Lead our inspection preparation work for Ofsted, ILACS, SEND, CQC, JTAIs and Focussed Visits
* Maintain close, day-to-day links with quality assurance and front-line Heads of Service to triangulate information to understand the self-assessment for CYP in Suffolk

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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

**Qualifications and professional memberships**

1. Degree or equivalent. (Desirable)
2. Professional qualifications/registration as appropriate to the role.
3. Evidence of further, relevant professional development.
4. Management qualification. (Desirable)

**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. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
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. In-depth knowledge and understanding of the major issues facing local government and Children’s Services.
2. Demonstrable evidence of high performance and achievement at a senior level within children’s services.
3. Demonstrable evidence of having successfully contributed to major service improvements, driving associated cultural change to embed the improvements.
4. A track record of implementing policy 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 successful multi-partner negotiations which have had a positive impact on communities.
8. 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.
9. Evidence of effective engagement with a range of partners and stakeholders.
10. A track record of demonstrable success in community engagement.

**Additional requirements**

1. Evidence of demonstrating resilience under pressure.
2. Evidence of demonstrating a strong commitment to the promotion of equal opportunities.
3. Evidence of demonstrating a high degree of integrity.

**It would also be desirable to have**

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** |

* **Infrequent Travel** - On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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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** |

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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.