

Title Children's Services Manager - Adoption East Midlands	Department Children, Families and Cultural Services	Post Ref. CF/0193/DL
Job Purpose <ul style="list-style-type: none"> To supervise front line/operational/technical or professional staff to meet the required service standards, in line with the service plan and associated standards within the Children's Social Care Service. To Deliver a regional service for all adoption services, across Derby, Nottingham, Derbyshire and Nottinghamshire. 		
Key Responsibilities <ol style="list-style-type: none"> 1. Personally and through team members to deliver the targets set down in the service and team plans. 2. To resolve any service delivery issues within available resources. 3. To improve the performance of staff under his/her line management by maintaining communication with staff and providing the appropriate support and guidance. 4. To improve customer satisfaction levels for his/her service. 5. To act as a professional exemplar in carrying out the above duties with a 'can do' attitude. 6. To deploy and manage assigned budgets and to take corrective action where appropriate in liaison with the Group Manager. 7. To build positive relationships with other staff and colleagues. 8. To inform the Group Manager of any changes in the operational environment including customer satisfaction issues. 9. To stimulate partnership and ensure partner agency participation in planning and service delivery. 10. To ensure children/young people and parents/carers participate in service design and delivery. 	Key Accountabilities <ol style="list-style-type: none"> 1. Specified service targets within agreed resources. 2. Effective supervision of staff to secure high levels of performance. 3. Effective management and deployment of an identified budget. 4. Alert the Group Manager of issues that could affect performance. 5. Services are provided efficiently and effectively and meet statutory requirements. 	

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Evidence of continuous professional development.
2. Knowledge and understanding of the main issues affecting the service area.
3. Detailed knowledge of relevant legislation affecting children and families.
4. Knowledge of the principles and practice of:
 - effective people management;
 - excellent customer service;
 - appropriate risk management;
 - budget management
5. Professional Social Work qualification
6. Social Work England registration
7. Full driving licence

Experience

5. Significant experience within the service area, including management experience
6. Experience of planning and organising team work or co-ordinating complex activities
7. Undertaking performance reviews and evaluations of social care practice.
8. Experience of supervising and managing professional staff for at least 12 months.
9. At least two years' experience relevant to Adoption within the past five years

Leadership and Management Skills

1. Can demonstrate the abilities to drive the team toward key outcomes, able to provide a positive example by working efficiently, thinking about and taking action to anticipate opportunities and deal with emerging issues.
2. Able to empower staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels.
3. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues
4. Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels.

Role Dimensions

1. To be responsible for the shared adoption services, for Derby, Nottingham, Derbyshire and Nottinghamshire
2. Up to 8 direct reports.
3. To cover Service Manager colleagues routinely, as necessary.