



Title Panel Manager/Adviser	Department Children, Families, Cultural Services	Post Ref. 9930
Job Purpose Providing Agency Advice to the Adoption Panels, it is essential that you have a good understanding of relevant adoption legislation and policy as well as the Agency's policies, procedures and practice. Effective communication and negotiation skills and an attention to detail are required in the role as responsibilities will include liaison between the Agency, Agency Decision Maker, Chair and the Panels as well as on-going liaison with and feedback to relevant social work teams, and Panel Business support to ensure that an efficient and quality assured service is provided.		
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 customer satisfaction levels for his/her service.4. To act as a professional exemplar in carrying out the above duties with a 'can do' attitude.5. To build positive relationships with other staff and colleagues.6. To inform the Service Manager of any changes in the operational environment including customer satisfaction issues.7. To ensure confidentiality of information in respect of records maintained and tasks undertaken within Nottinghamshire County Council County Council Policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information (including that of service users and other employees) which may become known to you in the course of your work or associated activities/elements of the role	Key Accountabilities <ol style="list-style-type: none">1. Specified service targets within agreed resources2. Alert the Service Manager of issues that could affect performance	

8. To maintain an up-to-date knowledge of relevant legislation and Departmental procedures, and to ensure that team members also take necessary steps to familiarise themselves accordingly.	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
<p>Education and Knowledge</p> <ol style="list-style-type: none"> 1. Evidence of continuous professional development. 2. Knowledge and understanding of the main issues affecting the service area. Including policy, service initiatives, and the range of typical case management issues in Children’s Social Care. 3. Knowledge of the principles and practice of: <ul style="list-style-type: none"> ● effective people management; ● excellent customer service; ● appropriate risk management; 4. CQSW or CSS or DipSW 5. HCPC registration 6. Full driving licence (unless disability precludes this) 	<p>Personal skills and general competencies</p> <ol style="list-style-type: none"> 7. Sets an excellent example of customer care for other staff. 8. Effectively sets direction for a team providing motivation for all to deliver high performance. 9. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness 10. Sets challenging targets for performance for the team as well as delivering a high degree of personal effectiveness 11. Ensures the Council’s policies for fairness and respect are delivered including setting high personal standards 12. Takes an active role in managing risk, health and safety and safeguarding issues.
<p>Experience</p> <ol style="list-style-type: none"> 13. Five years experience within the service area 14. Experience of planning and organising team work or co-ordinating complex activities 	
Role Dimensions	

Date: June 2019

Tier 6 – Senior Practitioners