

Job Description

Job title:	Service Manager
Location:	Peterborough and East Northants
Hours:	Full-time (52 weeks)
Grade and salary:	Grade 3 pt. 24: £28,970 - £32,098 p.a.
Services:	Peterborough Family Support and East Northants Vulnerable Learners Services
Reports to:	Operational Manager – Peterborough, Cambs and London

Job Purpose:

To lead, manage and organise, and have line management responsibilities for staff, volunteers and students in East Northants and Peterborough.

To provide a specialist advisory and support services to schools, individual pupils and their families as part of the East Northants Vulnerable Learners Service to promote inclusion and provide support to prevent permanent exclusion from school.

To assist the Operational Manager to develop and co-ordinate the Vulnerable Learners Service, Family Support and Volunteer based support services in East Northants and Peterborough.

Principal Accountabilities:

1. Be responsible for the overall management of staff delivering the Vulnerable Learners and Family Support based services within set localities, ensuring that high standards of professional practice are maintained, and that policies and procedures are implemented. This will include the prioritising and effective deployment of the Support Workers in response to referrals.
2. Encourage the inclusion of children with behavioural difficulties by advocating and advising the use of positive behaviour management techniques, supporting pupil interventions and outreach support to families, providing specialist guidance and support, drawing on your own expertise and working in partnership with other services and agencies.

3. Build and maintain positive and effective professional partnerships with families, schools, the local authority, statutory services, and other external organisations that may support and impact on the work in each location.
4. Contribute, as part of the service management team, to the development of the services, provide cover for other members of the team where necessary and appropriate, and ensure that there are clear and effective relationships established with families, schools and partners in each location.
5. Set and implement clear plans for each location, and ensure that support to families and schools is based on SMART targets and objectives, identifying gaps and shortfalls in performance and working collaboratively with families, schools, partners, staff, and the Service Manager, to develop practical solutions to address them.
6. Oversee the safe recruitment of both new members of staff and volunteers and make sure that they are properly inducted, receive regular supervision, are subject to an annual performance appraisal and have up-to-date development plans.
7. Supervise the professional practice and standards of all staff and volunteers, advising and supporting where appropriate on the most complex cases, ensuring thresholds for service intervention are met and that risk management is of an excellent standard.
8. Produce, monitor and evaluate service performance plans with identified targets and objectives for each location which align to the agreed service performance measures, contributing to the service compliance and monitoring reports as required.
9. Ensure that all aspects of each service are fully compliant with Family Action's Safeguarding Children and Vulnerable Adults, Risk Management and Health and Safety policies, procedures and practice standards.
10. Ensure regular reviews of the effectiveness of the service by seeking feedback from service users, commissioners and other stakeholders, as required.
11. Manage and oversee the reimbursement of expenses as required.
12. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being people focused
 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our service

13. Ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. Ensure the implementation of Family Action's Equality and Diversity Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
15. Comply with Family Action's Health and Safety Policy, Data Protection Policy and protect your own and others' health, safety and welfare.
16. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification:

1. Degree or relevant qualification in teaching, education, youth work or social work and experience of working with children and young people with challenging behaviour and/or at risk of exclusion, including evidence of continuing professional development. Previous experience of providing services or working in an educational setting would be desirable in this role.
2. Excellent leadership skills, with the ability to manage, supervise and appraise a team of paid staff and volunteers, including effective management of performance and sickness absence.
3. Proven experience of working directly with vulnerable children and young people to support positive behaviour and life chances, measurable, and evaluated outcomes for children and young people at risk of exclusion.
4. Proven ability to provide support and advice to families and offer training to school professionals as required.
5. Proven ability to manage a team providing support to children, young people and families, including support and attendance at TAC meetings, , recruit staff and volunteers and the work in partnership with educational settings, stakeholders, statutory and voluntary organisations.
6. Ability to participate in the development of policies, improving practice, and designing and delivering training and support to other professionals, including schools and education settings.

7. Experience and knowledge of service planning and implementation, and the ability to produce high-quality monitoring data and reports.
8. Experience of monitoring financial expenditure and ability to manage demand within allocated capacity and resources.
9. Demonstrated ability to communicate clearly and professionally through a variety of mediums with children/young people, parents, schools and other stakeholders and develop and maintain networks to ensure effective service delivery.
10. Excellent communication and presentation skills. Confidence and competence in the use of IT (eg Excel, Outlook and PowerPoint).
11. A current driving licence and access to a car. Proven ability to work flexibly and travel across the county, undertaking out of hours work (eg weekends, evenings), as required by the service.
12. Excellent organisational skills, with the ability to prioritise workload, self-motivate and work to tight deadlines on own initiative, ensuring the Service Manager is notified promptly of any major concerns.
13. Ability to demonstrate understanding of health and safety, data protection, equality and diversity, and requirements for safeguarding the welfare of children and vulnerable adults.
14. Commitment to Family Actions key values: 'can do', 'mutual respect', 'excellence' and 'people focus'.