



## **PERSON SPECIFICATION**

### **NOTE TO APPLICANTS:**

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. In addition to interviews a variety of other selection methods may be used such as tests or exercises dependent on the role applied for. You will be advised of any alternative selection methods in the letter inviting you for interview.

**JOB TITLE: SERVICE MANAGER – RESIDENTIAL DEVELOPMENT  
& SERVICE MANAGER**  
**GRADE: 12**  
**DIRECTORATE: FAMILIES & WELLBEING DIRECTORATE**  
**DIVISION: CHILDREN'S SOCIAL CARE**

### **Experience**

PROVIDE EVIDENCE OF

Experience of managing Residential Homes & Services, teams of Residential Workers to deliver quality and effective person-centered services to both Service Users and Carers. (E) (A) (I)

Experience of setting up Children's Homes to meet Ofsted Regulations. (E) (A) (I)

Experience of motivating and managing a team, having input into Training Plans and effective working relationships with staff and trade unions (E) (A) (I)

Experience of supporting the delivery of effective performance and continuous improvement (E) (A) (I)

Evidence of successful resource and financial management, including evidence of managing budgets (E) (A) (I)

Experience of managing and successfully delivering projects (E) (A) (I)

Experience of change management, e.g. supporting staff through a period of change or implementing new systems and ways of working (E) (A) (I)

## **Skills and Abilities**

Able to work through problems, evaluate risks and offer practical solutions (E) (A) (I)

Using persuading and influencing skills to bring about behavioural change and achieve desired results/outcomes as necessary (E) (A) (I)

Effective presentation, communication and interpersonal skills and ability to apply these effectively to a variety of audiences (E) (A) (I)

Able to use new technologies in improving services, and modernising working processes (A) (I)

## **Knowledge**

Detailed understanding of the range of issues and challenges facing the Children's Social Care & Residential Services both operationally and strategically (E) (A) (I)

Understanding of Sufficiency Strategies (E) (A) (I)

Understanding and working knowledge of Children's Homes Regulations (E) (A) (I)

Knowledge of key national policy drivers, legislation and broader influences related to the role, including relevant National Guidance and protocols (E) (A) (I)

Understanding and knowledge of the workings of local government and including its legal, financial, social and political context, political processes and the current issues faced in a multi-cultural area (E) (A) (I)

Understanding of the key principals of good social work practice, with the ability to link theory to practice to justify interventions and outcomes of the staff you have management responsibility for (E) (A) (I)

Knowledge of the performance capabilities framework and how this informs training for social care staff (E) (A) (I)

Knowledge of project management techniques and their application in a business context (D) (A) (I) (C)

## **Education/Qualifications/Knowledge**

Qualified Social Worker and current registration with Social Work England (D) (C)

Evidence of continued professional, managerial and personal development (E) (C) (A) (I)

Management qualification (D) (A) (C)

## **Other Requirements**

- A commitment to work outside of normal working hours as and when required. (E) (A) (I)
- Able to meet fully the requirement of the post and cover the geographical area required by possession of a valid driving license and access to a vehicle covered by business use insurance. (Please note, that if you are unable to meet this criterion due to a disability, as defined by the Equality Act 2010, all reasonable adjustments will be considered). (E)

(A) (I)

- Satisfactory enhanced DBS clearance. (E) (C)
- Registered/or seeking registration with Social Work England (E) (C)

**Commitment to Equal Opportunities**

- Demonstrate a commitment to equality and diversity and promoting anti-discriminatory practice (E) (A) (I)
- Must agree to comply with Social Work England Code of Practice (E) (A)

**Commitment to Service Delivery/Customer Care**

- Ability to communicate with children and establish appropriate relationships (E) (A) (I)
- Commitment to highest standards of service delivery (E) (A) (I)
- Commitment to own professional development (E) (A) (I)
- Able to demonstrate the high standards of integrity, honesty, fairness and equality expected in public services (E) (A) (I)

Essential (E)

Desirable (D)

Method of assessment: A = Application Form, I = Interview, C= Certificate, T= Test, P = Presentation