



Manchester City Council Role Profile

Assistant Director (Provider Services), Grade SS3, Children's Social Care, Directorate for Children's and Education Report to: Deputy Director Children's Social Care

Overall purpose of the role:

Provide senior management and strategic development of all regulated services within children's services ensuring that the strategic commitment to Manchester's children in the Our Manchester Our Children Strategy is a central priority.

Key responsibility for commissioning, placement finding, contract management, residential care and the fostering service, including the provision of connected persons (kinship) care arrangements.

This post will also oversee the delivery of Manchester's No Wrong Door approach (Alonzi Hub), Family Group Conference and the Family Time Service.

Lead the partnership response to achieve the ambitions and reforms outlined in the stability programme and deliver improved outcomes for children and carers.

Key responsibility to deliver reform and transformation in relation to kinship care, foster care, sufficiency and delivery of the neighbourhood model outlined in the Families First for Children Programme.

Key responsibilities:

Strategically deliver safe, effective and efficient children's services; the postholder is accountable for development and delivery of complex multi-faceted statutory and regulatory services:

- Fostering Service
- Kinship Care
- Residential (internal and external)
- Commissioning, Contracts and Placement Finding
- Family Time
- Quality Assurance of external residential and unregistered arrangements in conjunction with Assistant Directors, Children's Services
- Agency Decision Maker (ADM) for Fostering Services
- Delivery of reforms and innovation to achieve stability and permanency for children



Work collaboratively across the Children's Leadership Team, Council and partners to develop and deliver high quality regulated children's services which ensures the achievement of the priorities set out within the Children's and Young People Plan, Our Manchester Strategy, Corporate Family Plan and Child Friendly City. The post holder is accountable for the delivery of the business plan, the annual review report of regulated services and monthly detailed performance reports.

Lead strategic planning and delivery of key multi-agency strategies such as sufficiency, fostering, and provider services.

Ensure evidence-based practice and evaluation of innovation informs the strategic response to the developing Families First for Children Programme.

Lead the Stability programme to deliver good outcomes for children in our care and ensuring provider services meet our strategic aims of safe, happy, healthy and successful lives.

Establish and maintain robust systems, practices and procedures that ensure service performance is routinely monitored against agreed standards, and that all relevant service level agreements are fulfilled.

Ensure statutory regulations are met to safeguard the organisation and the population of Manchester.

In conjunction with the Deputy Director and senior managers, proactively align the service to the changing business environment and redirect the service in accordance with internal / external influences.

Ensure effective information strategies and systems are in place to enable effective use and appropriate sharing of data and information to plan services and improve outcomes for people.

Ensure that the implementation of all relevant local and national plans, pertinent to the service area, underpin real and quantifiable changes to outcomes for people.

Ensure all decisions are taken in accordance with the relevant governance procedures of MCC and Health and prepare and present reports to meetings of relevant boards and committees as required.

Key member of the strategic management group, shaping and delivering services to children and families in Manchester and effectively operating within allocated resources.



Drive and improve the quality of practice to develop a competent and confident workforce to ensure innovation is implemented safely, progress is embedded, and children and families receive excellent services.

Developing and retaining a confident work force that can adapt to evolving services and system pressures and eliminate the use of agency staff by building a comprehensive workforce development programme.

Work alongside others who also work in equally complex areas of work ensuring effective communication, mutual support and alongside them deliver make a significant contribution to a cohesive and effective operational and strategic service.

Key Role Descriptors:

This senior management role will provide strategic leadership and management to a service area. The role has oversight and responsibility for a service or range of high-quality services which includes services commissioned by other providers.

Lead the development of innovative commissioning and service delivery strategies, taking into account best practice and the needs of local communities which deliver the vision for growth, people and place within available resources.

The role holder will establish new ways of working which focus on outcomes for Manchester communities and drive continuous improvement in the delivery of services, and the professional development of employees.

Shows passion for Manchester throughout their work and in their behaviour, championing Manchester in everything they do.

The role holder will develop greater coordinated working across services, partners and communities through relationships with key stakeholders and by listening and engaging with people to deliver improved services.

Manage employees and budgets successfully ensuring service needs and resource levels are identified and met.

Ensure statutory regulations are met to safeguard the organisation and the population of Manchester.

Lead responsibility for advising elected Members, Committees, services and other stakeholders from public, private and voluntary sectors on matters relating to their service area.

Foster commitment, talent and fresh thinking, challenging yourself and others and take responsibility for their own development and promoting continuous learning.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.



Key Competencies and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

- **Communication skills:** An influential and persuasive communicator at all levels who can define and articulate a strong sense of purpose, and gain commitment to shared objectives, working in an integrated setting. Track record of working within complex partnership arrangements and can demonstrate the capacity to steer change through influence and direction setting with partners and the third sector.
- **Strategic Thinking:** Ability to translate vision into strategy and strategy into action, while maintaining focus, objectivity and sound judgement under complex conditions.
- **Analytical Skills:** Ability to apply analytical and logical thinking, often beyond own areas of expertise, to gathering and analysing information, designing and testing solutions to problems and formulating plans.
- **Planning and Organising:** Sets clearly defined objectives, plans activities and projects in advance and takes account of changing circumstances; identifies and organises resources and manages time effectively monitoring performance in a highly pressurised environment.
- **Problem Solving and Decision Making:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
- **Commissioning:** Ability to inform, plan and co-ordinate services in the context of competing priorities. Ability to advise and develop local partner commissioning capabilities where there will be a direct impact on joint commissioning goals.
- **People Management:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service-based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.
- **Financial management:** Effective management of financial resources to achieve the best value for money in the arrangement and delivery of packages of care.

Technical requirements

- This complex role in a highly regulated profession requires a blend of skills, knowledge and extensive experience of regulatory frameworks in relation to provider services.
- Extensive management and leadership experience within complex organisations, delivering a range of statutory services.
- Qualified social worker registered with Social Work England.
- Capacity to deliver improvements based on setting high professional standards and expectations.