



**Post Title:** Adolescence Service Manager  
**Department:** Children's Integrated Service  
**Service:** Family Help

**Grade: K**

Post reference number:

## **Job Purpose**

To actively and effectively promote the Council's vision, values, aims, objectives and priorities, putting our citizens first through the delivery of best value services.

To be responsible for the service and operational management of the Council's Adolescence Service, including Youth Justice, commissioned services and partner service offer.

To take responsibility for leading on the development of the Adolescence service offer and partnership work across Nottingham City Council, the statutory sector and the voluntary sector to promote high quality adolescence service provision for children, young people and their families.

To hold professionals to account across the partnership, education, social care, the police, health and other organisations to ensure services for children and young people meet statutory requirements, best practice and best value.

To take a strategic lead in ensuring sound decision-making, risk management and planning for children, young people and their families. To contribute to the overall management of the People Directorate through membership of the senior management team, and represent the service, department and People Directorate in regional and national work related to children and young people.

The Post Holder is required to lead on the development of services, service plans and policies in relation to his/her area of responsibility.

## **Service Leadership Expectations**

As a service leader you will be expected to demonstrate our core behaviours, built around four central themes:

- **Leading People:** by building high performing teams, empowering and motivating others and being a role model for the organisation and its values.
- **Equality Diversity & Inclusion:** by creating a culture of respect and inclusivity in the services we provide and embedded within our workforce. Ensuring Equality, Diversity and Inclusion are fully considered in all our decisions and we give due regard to advancing equality.



- **Change & Innovation:** by driving change and a culture of continuous improvement, exploring new and innovative ways to design and deliver our services.
- **Collaboration:** by working across boundaries, building relationships and creating joined up services to deliver the best outcomes for the people of our city.

## Specific Duties

1. Actively promote and embed Equality, Diversity and Inclusion through all actions and in accordance with the organisation's EDI Strategy and objectives.
2. To be accountable for the effective and efficient delivery of Adolescence services, including Youth Justice, to children, young people and families through effective commissioning, contract management, and partnership work with statutory, voluntary and community sector partners.
3. To contribute to the strategic development of the Adolescence service, effective operation of the family help strategic partnership and ensure that service capacity addresses need.
4. To ensure that children, young people and families early help needs are identified, assessed and met, with the service provided according to departmental and partnership thresholds. And, to ensure that children, young people and families welfare is safeguarded and promoted through partnerships with other agencies to maximise good outcomes for all
5. To manage staff by providing regular individual supervision according to NCC and departmental policies. Driving and monitoring individual and service performance and ongoing development of both staff and the service and taking the necessary corrective action when required to improve service and individual performance and outcomes for children.
6. To be responsible for managing and deploying all resources and budget within the Adolescence service area to meet service needs, key KPIs and reporting in too contributing bodies in an efficient, and effective manner within a framework of Corporate and Departmental policies and priorities.
7. Ensure the development of a full range of evidence-based interventions based on effective and high-quality assessments of risk and safety and wellbeing in order to reduce escalation to statutory services.
8. Ensure the utilisation of analysis and outcome focussed quality assurance and performance management framework to support effective service development and delivery, ensuring positive performance according to national standards, KPIs, NCC priorities and learning from best practice.



9. To be involved in managing change in response to the Governments Agenda for Youth Justice, Family Help, Supporting Families, Family Hubs and Social Care and locally adopted policies and procedures. Thus, ensuring that the service is fit for purpose.
10. To implement aspects of the relevant Service Plans as it pertains to Adolescence service area, taking responsibility for ensuring that they comply with financial regulations, remain within budget, and achieve objectives within timescales
11. To ensure the legal statutory and other relevant provisions governing or affecting the Department and services provided are strictly observed.
12. To manage and resolve complaints in line with the Children Act 1989, Working Together 2015 and National Minimum Standards.
13. To ensure appropriate communication, liaison and relationships with other city departments, agencies and voluntary organisations and to act as a representative of the department at relevant forums.
14. Develop innovative approaches to complex problems and work with services to ensure readiness for inspections including HMIP, OFSTED and other inspection frameworks.
15. Health and Safety

You will take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties and where appropriate to safeguard the Health and Safety of all persons and premises under your control and guidance with the provisions of Health and Safety Legislation and Authority and Departmental Codes of Practice and Procedures.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the City Council or provided or issued by a third party for collective use in the performance of your duties.

**All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.**

**All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in**



relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Numbers and grades of any staff supervised by the post holder: up to 8 staff members, mainly I & J grades**

**Produced by W Fearon – Head of Early Help Services**

**Date:** December 2024

**DRAFT**



**Person Specification:**

Areas of responsibility	Requirements	Measurement		
		A	AC	D
<b>Knowledge</b>	Dip SW/CQSW or equivalent level degree in a relevant children service (e.g., education, health, youth work, youth justice),			✓
	Evidence of post-qualifying learning in management development.			
	Experience of developing and leading change activities in Children's Services of significant size and complexity to achieve improved outcomes			
	Understanding of the sensitivities of working in, and ability to respond effectively to a highly pressurised and political environment where priorities and deadlines are subject to change			
	Significant understanding and experience of assessing and managing risk in relation to Youth Justice, Safeguarding and Family Help practice for children, young people and families			
	Knowledge of the Government's modernising agenda for Family hubs, Supporting Families, family help, health and social care, and how it relates to Children's Services and best practice.			
	Significant experience and sophisticated understanding of relevant statutory and non-statutory regulations, national policy and legislation, including the Children's Act 1989, the Assessment Framework for Children in Need, Working Together to Safeguard Children and youth justice			
<b>Performance Management</b>	Ability to develop, implement and evaluate practice guidance and complex performance management systems to drive service improvement in partnership with others			



Ability to use information technology as an effective management tool in compliance with the Data Protection Act and to manage performance.			
Ability to give clear directions to staff, provide leadership to ensure effective team working and model Nottingham City Council's Leadership Competencies			
Experience of motivating and developing others to achieve continual improvement in service performance and delivery			

	Ability to manage the implementation of complex national and local strategies and policies and translate them into terms that motivate colleagues			
	Ability to manage quality assurance process, performance, recruitment, discipline, sickness absence, supervision, complaints and grievances.			
	Experience of engaging with colleagues who are resistant to change and effecting a positive outcome.			
	Ability to analyse complex issues and problems and devise and implement effective, creative and innovative solutions.			
<b>Experience</b>	Ability to communicate effectively, at all levels both orally and in writing, chair complex multi-agency meetings and negotiate with senior officers across departmental, partnership and national boundaries to achieve successful outcomes			
	Ability to prepare reports and support Head of Service to provide advice to strategic leadership teams, councillors, and portfolio holders			
	Effective budget management skills and the ability to seek out new opportunities for service development to deliver priorities effectively			



	Ability to work effectively with complex partnerships and develop relationships across statutory and third sector partners				
	Proven ability to prepare high quality written reports, briefings and advice for senior and corporate management, partnership boards, executive councillors and committees with minimal oversight and guidance				
<b>Work Related Circumstances</b>	Willingness to work as part of an Out of office hours rota.				
	Willingness to comply with the City Council's nonsmoking policy.				
	Willing to undertake further training and development relevant to the post				
<b>A - Application</b>	<b>AC – Assessment Centre</b>	<b>D - Documentary Evidence</b>			

**Prepared by/author:** W Fearon **Date:** December 2024  
**Job title:** Head of Early Help Services