



**Post Title: Service Manager -Children and Education
Services
Grade: K**

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.

Service Managers are qualified social workers whose primary function is to supervise the practice and decision-making of Team Managers this includes to lead and manage a social work team, being accountable for the direction, delivery and performance of the team. This requires experience of working with a high level of social complexity and risk of harm and requires substantial experience of working within the statutory system to promote and govern excellent practice.

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. Ensure good financial management and assist in maintaining financial sustainability by adhering to the Council Financial Accountabilities Framework and Financial Regulations.
3. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
4. Deputise for Head of Service as required ensuring potential efficiencies are maximised and the service is delivered to ensure good value for public money. Contribute to the development of, and gain support for, the Council and Director Area's shared values, vision, policies, objectives and strategies.



5. The post holder will directly manage and provide supervision to Team Managers for whom they will have supervisory, appraisal and day-to-day management and wider team of qualified social workers. There may also be other Children's Services practitioners who support the social work practice.
6. Shape and influence an environment which enables excellent practice by setting high standards and motivating others to do the same. Provide a safe, calm and well-ordered environment for all staff, ensuring that processes are fit for purpose and efficient.
7. Contribute to and communicate the strategic vision for Children's Services which inspires, motivates and encapsulates the organisation commitment to supporting families, protecting children and providing safe and stable childhoods for children in public care. Champion this vision and drive this with all staff so that it is applied to everyday practice. Continuously evaluate how best to keep the vision a reality and the team engaged with it.
8. Conduct annual appraisal of staff whom the post holder has responsibility for and ensure it is undertaken in accordance with Directorate policies. Strike a balance between employing a managerial, task-focussed approach and an enabling, reflective leadership style to achieve efficient, day-to-day functioning.
9. Be accountable for the development and application of practice and policy. Facilitate constant reflective thinking about the welfare of families, the safety of children and the wellbeing of staff. Share practice, knowledge and expertise underpinned by theory and the best evidence.
10. Reflect upon the confidence of practitioners and adapt management and leadership style according to the needs of individuals and the organisation. Protect practitioners from unnecessary bureaucratic or hierarchical pressures and have in place strategies to help manage the root causes of stress and anxiety. Continually energise and reaffirm commitment to support families and protect children.
11. Exercise budgetary responsibilities as delegated by Head of Service, including assessing care packages from a financial perspective and ensuring there is no overspend. Produce projections to meet key financial timescales and minimise the use of agency staff and associated spend.
12. Work to range of legal options to support investigation and protection and apply permanence options. Exercise statutory powers where social work assessment shows that families require help and support and children are at risk of significant harm, ensuring that actions are proportionate to risk. Support practitioners to always communicate clearly, honestly and respectfully the purpose and content of the social work plan.
13. Recognise and commend hard work and excellent practice, build the confidence and competence of Team Managers and the wider social work team to create a culture of challenge and support.
14. Ensure practitioners adopt and approach to practice which is proportionate to identified risk and need. Use supervision processes to challenge the balance of authoritative intervention and collaborative engagement to determine how current practice is achieving the best long-term outcomes for children and families.
15. Oversee the allocation of workload for all team members ensuring an effective strategy is employed for throughput of work. Understand and apply the audit process alongside performance data to enable the frequent review of the quality of practice, which includes continued involvement with children and their families, timely intervention and exit ensuring draft in casework is minimised and appropriate longer term support is in place where required. Ensure that no child or family is left unnoticed in the system. Maintain Liquid Logic and other electronic systems to ensure the child's journey and intervention is recorded in a clear, child-focussed way and compliance with reporting is maintained at all times.

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**Nottingham
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16. Establish available capacity so that work is allocated appropriately across the staff group and ensure best use is made of resource, ability, interests and ambitions.
17. Good understanding of working in a complex organisation such as a Local Authority, Trust or other delivery model for Children's Services. Act in ways that protect the reputation of Nottingham City Council and the wider Social Work profession whilst always prioritising the best interests of children. Contribute to the organisation's role as corporate parent to children in public care.
18. Produce and utilise data to understand current demand, historical patterns and likely future trends. Write reports as required and if needed present them at SMT, DMT or similar forums.
19. Be proud and an advocate for the social work profession and be a positive role model for the team.
20. To devise and deliver practice workshops regularly in team meetings and to other Children's Services staff as required. This could also include group supervision and mapping complex cases with less experienced staff.
21. Support, coach and mentor other members of the team and be a champion in Signs of Safety, including to social work students on practice placements in the team, support with onboarding and induction and offer mentoring, work-shadowing/work experience opportunities.

Numbers and grades of any staff supervised by the post holder:

Up to 5 Team Managers, or equivalent Job Grade colleagues

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.

Produced by: Paula Bexon- Director of Children's Integrated Services

Date April 2026



Person Specification:

Area of responsibility	REQUIREMENT	MEASUREMENT		
		A	AC	D
Vision, Strategy and Delivery	Experience as a service leader in a complex organisation, with experience of; - Delivering against outcomes and creating clear objectives - Creating a culture of continuous improvement - Commercially aware with strong analytical skills - Awareness of key issues in your market and for the city of Nottingham	✓	✓	
Leading People	Evidence of successfully leading teams, with experience of; - Motivating people and creating high performing services - Empowering others to take decisions - Successfully managing wellbeing and resilience - Ability to plan for the future, with effective workforce planning skills	✓	✓	
Change and Innovation	Able to lead service through change, with experience of - Evidence of leading change programmes, bringing others on the journey with you. - Identifying and delivering innovative service delivery models - Able to create a culture of continuous improvement	✓	✓	
Collaboration	A collaborative leader, with evidence of - successfully in partnership across different sectors and fostering / harnessing partnerships. - Able to develop a culture of collaboration. - Political acumen and able to develop productive relationships with senior figures within an organisation	✓	✓	
Equality, Diversity and Inclusion	A strong focus on ability and personal commitment to equality, diversity and inclusion, with evidence of: - Delivery of inclusive services, understanding the challenges faced and how they can be overcome. - Evidence of developing people and services/teams recognise, respect and value individual needs to achieve a culture of inclusivity.	✓	✓	



	- Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.			
Technical Skills and Knowledge	Registered with Social Work England (SWE) and ensure that registration is maintained and renewed appropriately	✓		✓
	Professional curiosity	✓		
	Collaborative, able to work in partnership	✓		
	Full UK driving licence and access car insured for business use	✓		✓
	Relationship building skills, socially confident and adaptable	✓		
	Emotionally resilient	✓		
	Strong writing and reporting plus evaluative skills to and advanced level	✓	✓	
	Outcome focused with evidence of strong delivery in a social work context	✓	✓	
	Evidence of the individual seeking out continual development opportunities, to include leadership, supervision, mentoring, coaching or similar.	✓		✓
	Undertake other duties within the general scope of the post.	✓		
	Ability and willingness to travel both inside and outside the council area as required	✓		
	Ability to work outside normal office hour	✓		
	In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	✓		✓
	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness	✓		
Qualification requirement	Recognised qualification in Social Work (Degree, PGDip or MA/MSc) or equivalent.	✓		✓
	Evidence of significant post qualifying study	✓		✓

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	Evidence of Leadership and Management qualifications.			✓		✓
A - Application	AC – Assessment Centre	D - Documentary Evidence				