

Job Profile**Assistant Director
Family Help**

The post holder will manage a range of discrete services, contributing to the strategic direction, impact and overall performance of the Directorate as a member of the Directorate Management Team (DMT).

Key Areas of Responsibility:

1. Develop a range of customer-focused services that are responsive and flexible with regard to customer need.
2. Identify clear objectives for the whole service, overseeing development and performance management of action plans and ensuring identification and response to major risks.
3. Provide full and detailed information to individual Elected Members and Cabinet to assist them in decision making with relation to activities covered by the Service.
4. Review and challenge a range of management information to ensure best practice ,value for money and most effective delivery models within the Service
5. Initiate and oversee the implementation of major change within the service including assessment of options and appropriate consultation and outcome review.
6. Develop and foster effective relationships with external stakeholders, partners and agencies, representing and promoting the Council's interests with these groups.
7. Ensure sufficient resources available to deliver service priorities through effective workforce planning including recruitment and selection, retention, talent management and succession planning.
8. Contribute to the Council's budget process, advising Senior Leadership Team (SLT) and Elected Members on service priorities and implications of budgetary options.
9. Agree and prioritise the Service budget, ensuring spending is kept within agreed limits.
10. Lead, manage and develop senior managers of the Service, ensuring delivery of management accountabilities through appropriate delegation.
11. Provide support, assistance and deputising function to the Strategic Director, including Directorate responses to Borough emergencies and service continuity planning.

Specific Portfolio

Responsible for: Early Help (Family Help) and Safeguarding. For the management of family help services including Family Hubs, outreach services and targeted teams; support to the community and voluntary sector to build capacity in universal provision; and social care services including the MASH, Out of Hours, Duty and Assessment services and short-term child in need work. Particular responsibility for the Family Help and Neglect Strategies and supporting children to remain in their communities wherever possible and safe to do so.

Appendix 2

This post is politically restricted.

Person Profile	Assistant Director Family Help	E/D	Assessment Rating
<p>E = Essential D = Desirable * indicates shortlisting criterion</p>			
<p>1. Key Areas of Knowledge and Experience</p>			
<p>Substantial knowledge, experience and understanding of local and national policy in specific relation to children’s early help, social care and children and young people’s services more generally. Experience and understanding of children’s social care regulation frameworks and grant expectations/ringfenced provision in EH..</p>	<p>E*</p>		
<p>A thorough working knowledge of children’s early help and social care best practice, central Government strategic agendas (including, Working Together, child protection, safeguarding issues, Children’s Health Services etc.)</p>	<p>E*</p>		
<p>Successful track record and background of consistent achievement as a senior manager in a large, complex, comparable organisation</p>	<p>E*</p>		
<p>Substantial and successful direct management experience in one or more of the services within the portfolio of this post</p>	<p>E*</p>		
<p>Exploiting new opportunities, leading and managing change to achieve improved outcomes based customer focused services</p>	<p>E*</p>		
<p>Strategic budget management in a comparable organisation, including evaluation of competing budgetary priorities within tight financial limits</p>	<p>E*</p>		
<p>Establishing effective performance measures and a performance culture that achieves corporate and service objectives</p>	<p>E*</p>		
<p>Delivering successful partnership working with a wide range of internal and external people, developing a positive personal and organisational profile</p>	<p>E*</p>		
<p>Formulating, leading and implementing successful strategies and programmes that cross service or professional boundaries and provide integrated service outcomes, including providing strategic advice within a statutory framework</p>	<p>E*</p>		
<p>Experience of applying risk management in setting strategy and in identifying and managing principal risks to achievement of objectives</p>	<p>E*</p>		
<p>Practical knowledge of the legislative frameworks and key issues relevant to the portfolio of service responsibility</p>	<p>E*</p>		
<p>2. Qualifications</p>			
<p>NQF Level 7 qualification e.g. Post Graduate Certificates and Diplomas with extensive experience in the relevant specialist area and other related areas of work, or a wider range of areas Or Evidence of the equivalent level of knowledge gained through work experience</p>	<p>E*</p>		
<p>Social Work qualification e.g. DipSW, CQSW or equivalent</p>	<p>E*</p>		
<p>Management/Leadership qualification</p>	<p>D</p>		
<p>Evidence of continuing professional development</p>	<p>E</p>		

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<p>3. Key Skills</p>			
<p>Communication (Level 6)</p>			
<ul style="list-style-type: none"> • Exchanges wide ranging complex and contentious information with different sets of people, orally and in writing • Delivers well-structured communication to different people and uses a range of influencing skills effectively • Uses effective negotiation skills and deals with potential conflict • Produces highly complex reports/documents to suit the needs of the audience 	<p>E*</p>		
<p>Decision Making (Level 8)</p>			
<ul style="list-style-type: none"> • Makes decisions on a very wide range of issues which may involve several work areas and where a number of options exist • Deals with complex decision making involving high risk consequences 	<p>E*</p>		
<p>Problem Solving (Level 6)</p>			
<ul style="list-style-type: none"> • Uses an analytical approach to solve very complex situations or problems • Analyses and interprets very varied and highly complex information from several sources • Uses lateral or creative problem solving where there is little precedence to draw on or a high level of uncertainty exists • Develops long-term solutions and strategies 	<p>E*</p>		
<p>4. Senior Officer Competencies</p>			
<p>Leading the Council/Directorate:</p> <ul style="list-style-type: none"> • Political sensitivity and sound judgement– understands how best to operate in a complex environment of Councillors and Officers • Personal accountability and integrity appropriate to supporting the Chief Executive and Chief Officers in rebuilding fractured relationships with both Councillors and partners • Maximises the potential to work alongside partner agencies to deliver shared outcomes within the city region. • Able to work with Members, Chief Executive and other Chief Officers to shape the strategic direction of the council and focus on the longer term and outcomes. 	<p>E*</p>		

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<p>Leading People:</p> <ul style="list-style-type: none"> • Empathy - is able to understand somebody else's point of view • Passionate about people and excited by the opportunity to build teams • Communicates effectively and persuasively (orally & in writing), including explaining complex and contentious information • Knows their audience (including customer needs/expectations) and responds to achieve understanding and consensus, including media management • Infectious and unwavering levels of enthusiasm, inspiring and motivating others • Optimistic: manages set back with resilience 		E*	
<p>Leading Operationally:</p> <ul style="list-style-type: none"> • Confident in making decisions involving complexity and high risk • Creative and proactive problem solver based on solid analysis and interpretation • On top of operational systems and detail with a preparedness to be 'hands on' when appropriate • Ensures effective performance management and well-defined programmes of work • Ensures financial, people, property and technology plans are sound and align to strategy • Understands required governance arrangements internally and with partners • High levels of energy and the ability to work at pace in a sustained way • Imaginative – has the vision and innovation to imagine new and improved approaches • Uses customer needs analysis to determine commissioning options. 		E*	
<p>Leading and Modelling the Culture:</p> <ul style="list-style-type: none"> • Professional collegueship - recognises there are appropriate ways to behave and models these behaviours in the conduct of all relationships with colleagues • Operates democratically and transparently and encourages this in others • An honest, consistent, calm and straightforward approach • Constructively challenges performance • Demonstrates fairness and models how equalities impacts on community leadership, service delivery and employment when working with diverse communities • A focus on morale-building and a culture of customer-focused excellence. 		E*	

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5. General Requirements			
Able to work flexibly, including any service specific hours	E*		
Able to travel to various locations throughout the Borough within a reasonable timescale	E*		
No serious health problem which is likely to impact upon job performance (that cannot be accommodated by reasonable adjustments)	E*		
Good attendance record in current/previous employment (not including absences resulting from disability)	E*		
NB: Health and attendance criteria will only be assessed following an offer of appointment. (Equality Act 2010)			
6. Statements Applicable to all Jobs			
<p>All duties and responsibilities should be carried out in accordance with agreed Council policy and procedures, in particular those relating to: Environmental; Health and Safety; Equal Opportunities; Risk Management; Data Protection; Safeguarding and Financial Regulations.</p>			
<p>Safeguarding is everyone’s business. All Council employees, elected members, contractors and volunteers share a responsibility, both corporately and individually, to ensure that every person is treated with dignity and respect and protected from others who may abuse them. We have a duty of care to safeguard and promote the welfare of children, young people and adults, and must raise any concerns without delay. As a member of our leadership team, we expect you to champion and model this commitment in all of your dealings with staff, partners, stakeholders, service users and the public.</p>			
<p>Emergency Planning All employees will be required to undertake emergency planning duties commensurate with the grade of the post.</p>			
<p>The job profile is an outline only and may vary from time to time without changing the character of the job or level of responsibility. The post holder must be flexible to meet the operational needs of the Council.</p>			
<p>The person profile covers key areas of competence and methods of assessment other than interview may be used (as appropriate to the job) to assess what a candidate can do and how they act in a specific area or situation. These include: ability test; work-related task; occupational personality questionnaire and presentation. Where this is the case, shortlisted candidates will receive details in advance of the selection process.</p>			
<p>The Senior Officer Competencies outlined in the person profile are the minimum standards of behaviours required for working at Rotherham MBC and are assessed as part of the selection process. <i>They are not required to be addressed in the application form.</i></p>			

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This job and person profile has been prepared in accordance with the requirements of the Council's Equal Opportunities in Employment Policy. We undertake to make any "reasonable adjustments" to a job or workplace to counteract any disadvantages a disabled person may have. Disabled applicants who meet the essential shortlisting criteria will be guaranteed an interview. In the event of a large number of applicants meeting the essential criteria, desirable criteria or occupational testing may be used as a further shortlisting tool.

Certain posts may be deemed to be politically restricted in accordance with the terms of the Local Government and Housing Act 1989 (as amended). Where this is the case a separate notification will be provided.