



## **Job Description**

### **Social Services Department**

<b>Post Title</b>	<b>Integrated Services Business Support Manager (Maternity Cover)</b>		
<b>Post Number</b>	<b>BG01363</b>	<b>Grade 8</b>	
<b>Base</b>	<b>Blaina ICC</b>	<b>Hours of Work</b>	<b>37</b>
<b>Car User Allowance</b>	<b>Casual</b>	<b>Disclosure</b>	<b>Enhanced</b>
<b>Contact</b>	<b>Kate James 01495 355634</b>	<b>Updated</b>	<b>November 2015</b>

#### **Principal Job Purpose**

Responsible to: Integrated Services Manager for Children and Families

Responsible for: To manage the business and financial performance of the Integrated Services Team, including programme development, planning, analysis and monitoring of performance, finance and contract arrangements, service level agreement and Welsh Government Grant claims.

## **Principal Accountabilities**

1. To assist the planning and development and have overall responsibility for the monitoring of programmes within the Integrated Services Team such as Families First, Flying Start, Language and Play, Early Years, Childcare and Play.
2. To manage the development and implementation of internal and external contracts (including Service Level Agreement requirements, contract management, performance reviews and financial elements)
3. To monitor and evaluate commissioned contracts for efficacy and contract compliance, and produce reports to shape future commissioning processes, making recommendations for renewal or decommissioning
4. To manage the develop database systems to track data over periods of time, as required for statistical analysis of the efficacy of Flying Start, Early Years, and Family First programmes
5. To support the work of the Integrated Services Team to create a culture of continual service improvement, and where appropriate, challenging under-performance with managers.
6. To manage the Integrated Services Team revenue budget of £3.5m and co-ordinate all financial returns to Welsh Government including financial reports, budgets and audit information.
7. To lead in the co-ordination, presentation, monitoring and validation of all performance information, to include mandatory statistical returns to Welsh Government for the Families First and Flying Start Programmes.
8. To manage relationships with the Welsh Government to identify elements of best practice and value for money with a view to continually improving services for children and families.
9. To manage internal and external audit processes for the Integrated Services Team
10. To manage and lead the work of Integrated Services Performance and Finance Team
11. To report business information to Children's and Corporate Services
12. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
13. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

## Person Specification – Team Manager

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	App. Form	Interview	Other (please specify)	Probationary Period
<b>Qualifications</b>					
Relevant qualification at Degree level or above	Essential	✓			
Management / Professional qualification	Desirable	✓			
<b>Experience</b>					
Extensive experience in financial and budget management, record keeping, audit process and procedures.	Essential	✓	✓		
Experience of working with working in public sector organisations	Desirable	✓	✓		
Experience of Welsh Government funding	Desirable	✓	✓		
Experience of working in partnership with a wide range of individuals and agencies, including parents, childcare and training providers, statutory and voluntary organisations.	Desirable	✓			
Production of strategic documents and reports	Essential	✓			
Contract management experience	Essential	✓	✓		
<b>Knowledge/Skills</b>					
Ability to demonstrate good organisational skills and prioritise workload.	Essential	✓			
Ability to use a range of IT packages for collection, monitoring and evaluation of statistical data, including proficient use of excel spreadsheets, access database and data analysis	Essential	✓	✓		
Ability to train staff and lead training sessions	Desirable	✓			
Ability to work on own initiative within set parameters and as part of a team	Essential	✓			
Ability to think creatively and positively to solve challenges as they arise	Desirable	✓	✓		
Effective communicator both verbally and in writing and able to produce reports for senior managers with recommendations on contracts or programme delivery	Essential		✓		
Ability to manage financial, recording keeping and tracking systems to ensure Welsh Government	Essential		✓		

requirements are met.					
Ability to collect, collate and analyse a range of qualitative and quantitative data	Essential		✓		
A knowledge of new and existing initiatives targeted at reducing child poverty in Wales, e.g. Families First, Flying Start, Early Years & Childcare	Essential	✓	✓		
					Essential
					Desirable
<b>2. Special Requirements</b>					
• Full driving licence and access to a car for work purpose					✓
• Ability to speak Welsh					✓

### 3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

<b>Assessment Method</b>
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Managing the Team</b>	Sets an example to the team by own approach and attitude				✓
	Gets the best out of people by developing the skills, experience, and ambition of self and team				✓
	Ensures equality & diversity issues are integral to service delivery				✓
	Recognises when it is necessary to take a firm but appropriate line				✓
	Supports & encourages good work-life balance in the team				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Improvement &amp; Change</b>	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering a continually improving service</b>	Ensures the team understand how they contribute to achieving operational objectives				✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance				✓
	Challenges poor performance appropriately				✓
	Is positive about improving the service and identifies potential benefits for the citizen				✓
	Consults team and others, inside and outside the organisation, for improvement ideas.				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Making informed decisions</b>	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Uses problem solving as a method of improving the service				✓
	Seeks clarification or challenges appropriately				✓
	Explains decisions appropriately				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Uses appropriate and precise methods of communication				✓
	Communicates positively and respectfully				✓
	Checks others' understanding				✓
	Clearly explains and justifies decisions made elsewhere				✓
	Encourages team members to think about and suggest improvements				✓
	Communicates professionally by using formal channels appropriate to the situation				✓