

**LONDON BOROUGH OF MERTON**

**Children, Schools and Families DEPARTMENT**

**JOB DESCRIPTION**

**POST TITLE: Service Manager Children Centres and Family Hubs**

**Grade: MGB**

**DIVISION/SECTION: Early Years, Family Wellbeing, and Early Help Service**

**Location: Various – borough wide**

**Responsible to: Head of Service**

**Responsible for: Staff**

- Children Centre Group Manager ME13
- Children Centre Coordinator x 2 ME10
- Family Engagement officer x 16 ME8
- Family Engagement Assistant x 2 ME6
- Childcare Coordinator – x 1 ME10
- Childcare Engagement Officer – x 6 ME8
- Programme Development Team Leader – ME12 TBC
- Parenting Coordinator (EPEC) – ME10
- Parent and Community Champion Coordinator – ME10 TBC

Budget circa £2 million, plus grants and time limited funded programmes

**Post number:**

**Date: March 2022**

**1. MAIN PURPOSE**

1. To be accountable and provide effective leadership, development and management of the Council's Children's Centres and key aspects of the Family Hub development programme, implementing the local plan/strategy, working with and supporting children, young people, families, vulnerable adults and whole communities
2. To ensure that quality prevention and early help interventions are provided in an appropriate and timely manner in order to achieve excellent outcomes for service users, working towards outstanding in inspections.
3. To take the strategic lead for the development and operational service transformation for the applicable aspects of the Family Hub

model in accordance with programme and project plans, initially focussing on Best Start for Life offer

4. To ensure that the Children Centre/Family Hub prevention and early help support services are designed and developed in partnership with other agencies, organisations and service users, maximising the potential for the avoidance of high cost statutory services, reduction public sector costs and achieving better outcomes for children, young people and families
5. To hold lead responsibility for all staff within the service providing the vision, direction and leadership vital to securing effective team delivery across various locations and various delivery models and to ensure staff compliance with safeguarding policies and procedures and practice is of the highest standard
6. To be the strategic lead on the development, transformation and continuous improvement of the direct services
  - directly managed programmes for families and children aged 0 - 5
  - development and delivery of services across a wider age range, to include 5 – 18
  - co-located and co-delivered programmes/services
7. To manage significant human, infrastructure and financial resources efficiently and effectively ensuring value for money and evidence based practice in the provision of educational, social and health outcomes for children and families.
8. To ensure that all service delivery activities
  - Are needs led
  - Are Evidenced based
  - Relate to outcomes
  - Deliver Value for money
  - Promote independence
  - Enable families and communities to be self-sustaining wherever possible
  - Are underpinned by service users voice and coproduction
9. To work as part of the Early Years, Family Wellbeing and Early Help service senior management team in the delivery of a range of childhood services, pilots and projects to improve the well-being of young children and reduce inequalities between them

## **2. Main Duties and Responsibilities**

1. The Service Manager has lead responsibility for delivering the department's ambition to deliver cost effective and impactful universal and early help services to families with a range of needs in accordance with priorities, objectives and action plans through a Children Centre and Family Hub model.
2. To be jointly responsible for working with a range of council services, commissioned services and partner agencies to develop joint and new approaches that achieve the identified priorities and objectives whilst reducing duplication and cost and delivering coordinated, evidence-based children and family centred services and interventions.
3. To lead the service to ensure a robust, secure and responsive offer which is fully compliant with statutory requirements, and enables the delivery of safe and effective interventions and services to improve outcomes
4. To provide strategic direction, clear evidenced based decision making and robust performance management for relevant areas, with a focus on enhancing the quality and productivity of the relationship across the Children's Centres and Family Hubs and other Council and statutory services
5. To work in partnership at all levels across the local authority and externally with agencies in the statutory, community/VCS, private sector, service users and their families or carers, and local community to achieve a greater focus on prevention and early help
6. To be responsible for the production and implementation of outreach and engagement actions plans, actively securing participation for identified families/groups of people and improving outcomes
7. To monitor outcomes for all aspects of the work including quality of provision and services, and take up by the community ensuring that priority and target groups are accessing services and targets can be met
8. To be responsible for promoting and safeguarding the welfare of children and young people. Ensure that all staff are familiar with the work of the Merton SCP Safeguarding Children's Partnership procedures.
9. To ensure the principle of co-production is embedded across all areas of work so that strategic design and performance management is influenced by key stakeholders, leading on the development of user participation and user voice with children, families, stakeholders and the local community to ensure responsive services that meet the changing needs of demography.

10. Responsible for the overall management and day to day provision of the range of services, which includes recruitment, appraisal, discipline procedures and all other HR responsibilities
11. Lead and develop strong, forward thinking partnership arrangements with external bodies from the public and private sector locally, regionally and nationally to engage others in supporting, improving and sustaining inclusive practice which impacts positively for young children and families, targeting resources as identified
12. To manage budgets and resources in line with financial regulations, finance policies and procedures ensuring value for money and securing efficient and cost-effective use of all resources
13. To provide inspirational leadership, advice and guidance to a diverse, multi professional workforce, driving people focussed service delivery, embedding a culture of change, continuous improvement, common professional standards and excellent people engagement and management and ensuring that the Council meets its statutory obligations in relation to all aspects of equalities legislation
14. To provide leadership across all aspects of the work, embedding a performance culture that inspires a sense of purpose and celebrates the strength of the cultural diversity of Merton and of the workforce and challenges discriminatory behaviours
15. Ensure that the services are provided effectively and that all aspects of the work meets legislative requirements and Council policies and procedures and are underpinned by robust working guidance and protocols and all staff are trained and supported to implement these at all times.
16. Drive the development of integrated practice and whole family working within and across teams, for the benefit of children, young people and families
17. Ensure effective service integration and work closely with other Service managers in the Council and with partners so that service planning and delivery is coherent, effective and integrated and represents the best possible use of resources and delivers improved outcomes.
18. To be an expert in the field of Early Years, Best Start, Children' Centres and Family Hub services and practices, keeping up to date with new developments in appropriate fields, attend training and supervision sessions and contribute to workshops, seminars and conferences.
19. To work flexibly and to undertake any other duties and responsibilities, including taking lead responsibility for particular projects and issues, as required by the AD and or Director of Children, Schools and Families.

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**Qualifications / Skills / Knowledge/experience:**

1. Qualified (minimum level 5) in a relevant subject (for example: Early Years, Education, Health, Teaching, Social Care, Youth and Community)
2. Excellent people management skills and track record of effective people management including performance management
3. Ability to uphold and promote the Council's Equality, Diversity and Inclusion policies to ensure non-discriminatory practice in all aspects of

the work, ensuring that equality and diversity are embedded in the way the team is led, managed and services are embedded

4. In-depth and specialist knowledge of current legislation and policy and awareness of imminent policy change in relation to early years, family working and early help and best practice expectations
5. Extensive experience and proven track record at management level of successfully developing and delivering early years/best start and early help support services, including collaboration with partners, in a complex stakeholder environment
6. Experienced and able to evidence successful partnership development or delivery through partnerships including an ability to work with local partners to develop joint plans for implementing local services
7. Ability to plan, manage and monitor the use of available financial, physical and human resources, aligning with strategic priorities and maximising opportunities for income and grant funding
8. Excellent communication and interpersonal skills, good negotiation, persuasion and organisational skills.
9. Ability to demonstrate resilience and drive to meet the demands and pressures of the post including the ability to cope effectively at times of crisis
10. Ability to assimilate and analyse information quickly, identifying issues, priorities and solutions and using effective models, techniques, ICT and resources to resolve issues.

The post does require working from various locations across the whole borough and therefore there is a requirement that the post holder can travel around the borough. There will be an expectation that the post holder can, work flexibly outside of core hours including evenings and weekends