



LONDON BOROUGH OF MERTON

Children, Schools and Families DEPARTMENT

JOB DESCRIPTION

POST TITLE: Service Manager Infrastructure, Information and Transformation (Family Hubs) - grant funded

Grade: MGB

DIVISION/SECTION: Education and Early Help

Location: Various – borough wide

Responsible to: Head of Service

Responsible for:

Data and Systems Development Manager ME12 - grant funded

Facilities Manager ME12 – council funded

Capital programme (grant funded) £200k (approx.)

Deputy Facilities Manager ME9 – council funded

4 x Caretakers ME7 - council funded

Information Manager ME12 – Grant funded

Project Support TBC

Budget and grant returns up to £2 million (approx.)

Mosaic Developer ME14

Post number:

Date: September 2022

1. MAIN PURPOSE

1. in accordance with central government grant conditions, working with a range of stakeholders, to provide a robust infrastructure that supports children, young people, families, vulnerable adults and whole communities, to be accountable and provide effective

leadership, development and management of key aspects of the Family Hub transformation development programme, implementing the:

- data strategy
 - information/branding strategy
 - system programme development
 - evaluation plan
 - performance management framework
 - capital programme and managing a network of Family Hub premises/buildings
2. To ensure that quality prevention and early help interventions are underpinned by robust data maturity, shared systems/recording, information governance and analytics so that Family Hub transformation grant conditions are met and services are provided in an appropriate and timely manner in order to achieve excellent outcomes for service users, working towards outstanding in inspections.
 3. To be the strategic lead for the development and system wide transformation for the applicable aspects of the Family Hub model in accordance with programme and project plans, DFE approved delivery plan, outputs and grant funding.
 4. To be accountable and responsible for ensuring that there is timely delivery on key milestones that evidences transformation across the nationally prescribed criteria and sub criteria for the Family hub model, driving at a pace the implementation of the project to secure a developed model by March 2024 in the agreed areas.
 5. To manage revenue and capital resources, including leadership for the boroughs Family Hub buildings (up to 15), ensuring a visible and physical presence of the Family Hub brand, maximising opportunities for co-location and income generation.
 6. 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 health and safety safeguarding policies and procedures and practice is of the highest standard
 7. To manage significant human, infrastructure and financial resources efficiently and effectively, ensuring value for money and being responsible for the network of buildings that are fit for purpose so that a range of services and programmes can be delivered, that

evidence educational, social and health outcomes for children and families.

8. To ensure that all work related tasks:
 - Are needs led
 - Are Evidenced based
 - Relate to outcomes
 - Deliver Value for money
 - Deliver on project milestones
 - Maximise use of technology and systems
 - 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 services, pilots and projects to improve the well-being of young children and reduce inequalities between them. This is a high profile project requiring pace, collaborative working across the wider teams and services and participating in applicable team and service/department/Council/regional and nationwide events.

2. Main Duties and Responsibilities

1. The Service Manager has a 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 the DFE funded Family Hub model.
2. To be jointly responsible for working with a range of council services, commissioned services, suppliers and partner agencies to develop transformational and new approaches that achieve the identified Family Hub 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 development of information sharing, performance

management and productivity across the multi agency Family Hub Network 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 marketing and communication plans, securing high brand identity leading to increasing and improving participation for identified families/groups of people and improving outcomes aligned to the theory of changes and evaluation requirements
7. To be accountable and responsible for the Family Hub transformation strategy/plan, setting up systems that effectively and efficiently monitor and measure the central government expectations around performance and delivery of family outcomes aligned to the Family Hub framework, resulting in target groups accessing services so that targets/performance expectations can be met
8. To take an active role in being 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 the work so that strategic design and performance management is influenced by key stakeholders, leading on the development of coproduction across the development of information systems and branding so that there is high level brand awareness across all stakeholders .
10. Responsible for the overall management and day to day provision of services, staff and projects/systems, which includes recruitment, appraisal, discipline procedures and all other HR responsibilities
11. To be accountable and responsible for strategic management and development of the network of Family Hub buildings, including delivery of the capital programme plans/procurement and funding arrangements/grant returns, following capital programme guidance and financial regulations and in accordance with terms and conditions of funding.
12. To be the nominated service Officer for the community health contract/lease, coordinating across internal services i.e legal, property, and public health, ensuing income generation and exit strategy planning as required so that income targets are met, conditions of lease are delivered and that risks/issues are dealt with effectively and efficiently

13. 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 transformational projects/programmes which impacts positively for young children and families, targeting resources as identified
14. 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, including developing business opportunities and marketing plans for income through effective co-location and co delivery arrangements, underpinned by lease, rental agreements or SLAs
15. 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
16. 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
17. Ensure that the services and projects/programmes 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.
18. Drive the systems and development of outcome measures that are impactful and aligned to other programmes/projects working within and across teams, for the benefit of children, young people and families
19. Ensure effective service, data, outcome and programme integration working 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.
20. To be an expert in the field of transformational development, setting up systems and high level tools for evidencing impact, outcomes, evaluation and improved outcomes for families drawing on relevant evidence based interventions and practice across Early Years, Best Start, Children' Centres and Family Hub services and practices, keeping up to date with new developments in appropriate fields, attending training and supervision sessions and contribute to workshops, seminars and conferences.

21. 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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PERSON SPECIFICATION

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Grade: MGB

DIVISION/SECTION: Service Manager Infrastructure, Information and Transformation (Family Hubs) - grant funded

Location: Various – borough wide

Responsible to: Head of Service

Responsible for: Staff

Post number:

Date: September 2022

Qualifications / Skills / Knowledge/experience:

1. Minimum of level 6 qualification with experience in transformation, systems development and programmes
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 along with extensive skills and abilities in relation to data management and analysis, information sharing/GDPR, data maturity, health and safety and best practice expectations across the themes of data, performance, outcome management and analysis to inform early help and family working
5. Extensive experience and proven track record at management level of successfully developing and delivering transformation and systems wide programmes, 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 implementation
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. High level skills and ability to assimilate and analyse information quickly, identifying issues, priorities and solutions and using effective models, techniques, the wide range of complex and varied ICT systems and programmes 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