

Job description

Service Head (December 2009)

Designation	Head of Youth Support Service
Grade	Hay Band G
Conditions of service	NJC
Hours of duty	37 hours per week
Responsible to	Service Director, Engagement and Enrichment, Children and Young People's Department
Responsible for	The Youth Support Service
Location	Based at County Hall

Job Purpose

To be responsible to the Service Director for the effective management of the Youth Support Service.

To contribute to the development and delivery of relevant strategies, policies and services that secure the achievement of agreed County Council and departmental objectives.

To work collaboratively with other heads of service, under the guidance of the Service Director, to ensure a consistent and holistic approach to the delivery of services.

Key generic duties and responsibilities

1. To manage and monitor all aspects of the group's performance against agreed targets, ensuring the achievement of appropriate standards. Report to the service director as required on levels of performance and action plans for improvement

2. To provide appropriate, relevant and timely advice, guidance and information to senior officers and elected members, in accordance with designated service responsibilities
3. To lead and manage the delivery of the group's services and manage employees and budgets allocated for that purpose, in accordance with the County Council's policies and procedures and the department's objectives and performance management framework
4. To contribute to budget and target setting and ensure effective financial performance in specified areas
5. To develop and maintain effective partnership arrangements with and across County Council departments and with external organisations to ensure the provision of best value and service improvements
6. To provide positive leadership to the group, leading by example, acting with integrity and instilling a clear sense of purpose, priority and direction
7. To contribute to the corporate management of the County Council by overseeing the implementation of relevant corporate policies, strategies and standards within the department and by leading or participating in corporate projects, activities or working groups as requested by the service director
8. To assess and manage all aspects of risk in the service area. Provide support and advice as required to ensure wider business continuity and emergency planning
9. To deputise for the Service Director as required

Key service responsibilities

Ensure that adequate and effective arrangements are in place:

1. To ensure the effective performance and performance management of the Youth Support Service. This includes accountability for the following service area:
 - The Youth Service;
 - The Skills for Employment Team;
2. To develop the strategies, structure, policies and delivery programmes of the Youth Support Service in line with the recommendations of the Children Act, the Youth Matters Green Paper, the 10 Year Strategy for Positive Activities,

and national and local policy guidance regarding integrated and targeted youth support arrangements.

3. To ensure that there is a balanced pattern of planned, informal education provision for youth work across Nottinghamshire.
4. To ensure that youth work and work based learning provision meets the requirements of current Ofsted Inspection Frameworks.
5. To ensure that there are effective local arrangements in place for the performance management, inspection and quality assurance of youth work and work based learning.
6. To ensure that there are effective arrangements in place to manage the particular risks associated with this service area, including the provision of outdoor and adventurous activities. In this regard, to ensure that a current Adventurous Activities Licence (AALA) is in place where appropriate.
7. To ensure that a representative partnership exists with the voluntary youth work sector (through the Notts Youth Partnership).
8. To lead the development of a young people's volunteer strategy in line with the Russell Commission report.
9. To work closely with the Service Director and other Heads of Service to lead the service group in making a strong contribution to the delivery of services to children and young people.
10. To make a positive and active contribution to the Service Group Management Team.
11. To lead service and business planning for the group and contributing to Service Group and Departmental business planning, and assessment. In particular the Children and Young People's Plan, the Annual Performance Assessment, the Comprehensive Area Assessment, and any service specific requirements.
12. To ensure the effective service performance and performance management of the group to meet specified targets including timely and accurate reporting of management information.
13. To lead the development of people by ensuring that supervision and appraisal (EPDR) systems operate effectively in the group; implementing EPDR processes for those individuals for which the postholder has line management responsibility.

14. To undertake cross-divisional tasks, projects and responsibilities as required by and agreed with the Service Director.
15. To undertake departmental and corporate tasks, projects and responsibilities as required by and agreed with the Service Director and the Corporate Director for Children and Young People's Services.
17. To lead and develop the work of the group on new initiatives, policies, practice, programmes and projects, both locally and in response to government policies. This includes managing projects (and leading project teams).
18. To identify external funding opportunities and successfully securing additional resources.
19. To ensure that stakeholders, including children, young people, parents and carers participate fully in the planning and delivery of services and that their views are taken into account.
20. To ensure that safeguarding is effectively promoted and implemented across all services.
21. To ensure that the Service develops an effective approach to the provision and commissioning of high quality services for young people, in line with national and local guidance.
22. To ensure that the Service leads the Council's work to publicise positive activities available to young people in Nottinghamshire.

General responsibilities

Training

You will keep under review the developmental needs of staff and keep yourself informed of current issues within the context of corporate and departmental learning and development strategy, policy and practice. You will ensure that the employees you manage are kept informed of and understand all policies relevant to their work.

Health & Safety

You will take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties and where

appropriate to safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health & Safety legislation, and Authority and Departmental Codes of Practice and Procedures.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the County Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Equal Opportunities

You will personally and through the employees you manage, implement and positively promote equal opportunities in service delivery and employment practices.

Customer Care

Within resource constraints, you will promote and deliver fair and quality services that are sensitive and responsive to customers. You will ensure implementation of customer care policies by the staff who you supervise.

Environmental

You will take account of environmental issues arising from any service developments, and ensure that all staff are familiar with the County Council's green policies and established office and work practices.

Technology

In accordance with "The Introduction of New Technology Agreement", you will work with computers, new technology and associated systems as required and support the employee(s) you manage in its use.

Data Protection

You will personally and through the employees you manage ensure compliance with the County Council's Data Protection, Freedom of Information Act and ICT codes of practice.

Other Duties

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general area of responsibility and grade of post. Any changes which are of a

permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Other Requirements

In order to achieve the objectives of the project, the post holder will need to work flexibly, including out of hours when necessary

Political Restrictions

Under the Local Government and Housing Act 1989 this post may have imposed political restrictions.

Car User Status

The post carries authorised casual user status.

Requirements common to all service heads

Education and knowledge

Evidence of continuous professional, management and leadership development.

A detailed knowledge and understanding of the main policies, issues and influences driving the modernisation and reshaping of local government generally and the service area in particular.

A detailed knowledge of the principles and practice of people, performance, risk and service management.

Experience

Substantial experience of managing service delivery, resources, performance and change within a large and diverse organisation.

Experience of handling a diverse range of tasks and priorities within a constantly changing and politically sensitive environment.

Leadership and management skills

Able to demonstrate experience of applying the following skills at a level commensurate with the post:

- **Personal Effectiveness**: Demonstrates a high level of personal drive and energy, integrity, and insight into own strengths and weaknesses, able to provide purpose and direction to others.
- **Resource Focus**: Able to deliver an effective service by meeting agreed targets through the mobilisation of the financial, information, physical and human resources available.
- **Analysis and Judgement**: Able to understand and interpret diverse information and uses this information to make decisions that contribute to solving problems.

- Change Focus: Understands the internal and external drivers for change, and has the ability to plan and implement change in a way that gets the buy-in from key stakeholders.
- Relationship Focus: Uses highly developed networking, influencing and communication skills to engage with the local community (or equivalent) on an ongoing basis to influence the future shape of that community and to work in partnership with other agencies to achieve this goal.
- Performance: Able to manage the performance of teams to meet objectives and provide a customer focused service that delivers quality.
- Valuing Diversity: Able to improve services through supporting diversity in the workplace and by taking account of diversity issues in working practices.

Requirements specific to Head of Service – Youth Support

Education and Knowledge

- A relevant JNC youth work qualification, professional or degree level qualification in a discipline related to the Youth Support Service
- Thorough knowledge and understanding of the policy framework relating to children and young people's services, including the Children Act 2004, the Youth Matters Green Paper, the Education and Inspections Act 2006 and the 10 year national strategy for positive activities.
- Thorough knowledge and understanding of the national agenda and policy drivers for children and young people's services.
- Knowledge of the broad political context in which the Service operates, including political scrutiny of the Service's work.
- Knowledge of the issues and legal/risk management requirements concerning safeguarding children and young people and health and safety.
- Knowledge of the current Youth Service and Work Based Learning inspection frameworks and self assessment processes.

Experience and Skills

- Substantial senior management experience in a Youth Service or related service for children and young people.
- Experience of successfully implementing performance management and quality assurance systems.

- Substantial experience of leading and managing change in a relevant organisational setting.
- Proven experience of successful collaborative and partnership working with a range of services/agencies.
- Substantial experience of working and leading effectively within a political context.
- Proven experience of policy, planning, monitoring and performance review processes in an appropriate service area, and with related agencies.
- A good track record of securing external funding and managing externally funded projects.
- Proven experience of high level budget management.
- Proven experience of leading effective multi-agency development work that has led to improvements in the outcomes of children and young people.
- High level project management skills.