

Kent County Council

Job Description: *District Manager*

Directorate:	Children, Young People and Education
Unit/Section:	Integrated Children's Services
Grade:	KSJ
Responsible to:	Family Hub Service Manager

Purpose of the Job:

To district management, development, and operation of Family Hubs for children, young people, and families in line with County and National Family Hub requirements. This includes the delivery of a range of services including a new provision of Digital and geographical outreach support. As part of this role, you will be required to ensure that participation, volunteering, and family resilience is threaded through the service.

Main duties and responsibilities:

- To lead and develop the 0-19 (25) Family Hub services across the district.
- Provide management and direction to a team of Family Hub Professionals to ensure the right support is available to the right families at the right time.
- To lead and develop complex partnership arrangements to ensure that Family Hub networks are effective and delivering services where needed and to develop the Early Help system in the district.
- To develop, implement and monitor the district's local business plan for FH service delivery.
- To oversee the quality of delivery of practice in the district and ensure that resources are deployed appropriately on a day-to day level.
- To ensure that Supporting Families outcomes are being supported
- To ensure that resources are prioritised and focused on improving outcomes for the most vulnerable children, young people, and their families. In addition, resources must be utilised so that they flexible enough to respond to changing priorities, needs and locations. contextual safeguarding
- To ensure that the local design and decision making is data/evidence driven and informed by high level feedback and effective and informative participation opportunities in alignment with the County and National Family Hub agenda.

- To take key operational responsibility and accountability for KCC's "Focused support" offer in the district, and work with Intensive and Statutory services to prevent escalation of need.
- To work with the Family Hub Digital Development manager to support the development of the district's digital and information services and to increase take up of the Digital provision.
- To work with the Family Hub Partnership and Participation Manager to lead the development of Family Coaches, volunteers, peer to peer coaches and building family and community resilience in the district.
- Ensure that co-production and co-design is embedded into service development.
- Ensure that KCC's safeguarding responsibilities are met.
- Working with the Family Hub Service Managers, ensure that Sustainability plans are embedded into service development and provision.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Organisational Responsibilities:

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.

Kent County Council

Person Specification: *District Manager*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to at least degree level or equivalent with evidence of a commitment to continuing professional development.
EXPERIENCE	<ul style="list-style-type: none"> • Significant management experience in Early Help, Youth Justice, Open Access, or Alternative Provision, and/or related education, voluntary or private sector organisation, with evidence and experience of improving outcomes across the 0-25 age range. • Experience of effective and outcome focused collaborative working. • Experience of establishing and managing strategic partnerships across key partner agencies • Considerable experience of planning and performance monitoring in a children's service environment • Managing a complex budget and resources according to priorities. • Managing change in a politically sensitive environment • Professional supervision, managing, motivating, and developing a team. • Experience of managing demand and service expectations. • Experience of contributing at an operational level in delivering service improvement and sustainability.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Proven record of successfully providing operational leadership and management of the direct provision of high-quality services. • Proven record of successful budget management. • Evidence of working with complex families to achieve improved outcomes. • Proven track record of developing a service to meet the diverse needs of the community. • Demonstrable track record of working in conjunction with members and or senior managers and partners and service users to achieve service improvement. • Ensuring compliance of organisation policies and procedures. • Ability to constructively challenge accepted ways of working and to effectively evaluate activities for impact. • Commitment to Valuing diversity through the promotion of inclusion in all aspects of working. • Ability to manage and drive through sustainable change.

KNOWLEDGE	<ul style="list-style-type: none"> • Sound knowledge of Kent County Council’s policies and procedures, priorities, practice, and standards, especially in relation to integrated children’s services safeguarding, threshold management, and the Kent Practice Support Framework. • Knowledge of Government and Kent’s policy and guidance relevant to children’s services including SEND (Special Education Needs and Disabilities). • Sound knowledge of the Government’s Family Hub programme and Kent’s associated model. • Knowledge of relevant research, best practice, and national standards in relation to practice in children’s services. • Broad knowledge of the range of available children’s services across partner agencies and sectors • Good understanding of childhood and adolescent development • Good understanding of child protection and safeguarding requirements
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>