

Job Description

Job Title	ECS Operations Manager - Children Centres/Early Help
Grade	EP06
Reporting To	Head of Service
JD Ref	PC0180P

Purpose

To lead and manage the operations of Wirral's Children Centre/Early Help areas within the Early Childhood Service Business Plan. Ensure delivery meets local need through analysis of data, service user feedback, partnership working and evaluation.

Oversee the planning and implementation of a range of high quality, cost effective early interventions, by effective management of staff, supervision, performance reviews, setting standards and promoting and participating in joint working with partners and other agencies, to meet the needs of children, young people, and their families.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values and leadership behaviours in the role and organisation.
- Ensure the child is at the centre of all work undertaken embedding the voice of the child and daily lived experience effectively through all practices and challenging practice were not.
- Create an environment where clear communication and engagement supports a culture of openness and transparency: where employees feel empowered, valued, and listened to.
- Be a role model to staff, working with creativity, passion, energy, and a commitment to achieving better outcomes for children and families.

Team Leadership and Management:

- Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
- Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
- Through continuous improvement strengthen the tools, practices and impact of the service.
- In conjunction with the Head of Service, set objectives for the named service area, develop plans, identify resources, and mobilise staff to meet those objectives to ensure the needs of children and their families are met.
- Take responsibility for improving outcomes for children under five years of age and their families, across a designated demographic of Wirral.

- Directly line manage identified teams by Head of Service, delivering specialist support in the field of operations, nurturing a coaching and mentoring culture that acknowledges achievements and celebrates success.
- Identify, prioritise and allocate tasks, to ensure effective service delivery to children, young people, and families and offer guidance where any barriers arise.
- Be responsible for effective multi-agency involvement and engagement in the development and delivery of early years/early help services. This includes deputising for the Head of Service when working with partners to develop new models of delivery.
- Work innovatively and creatively to maximise and deploy resources consistently and effectively across the Wirral, having the ability to negotiate with other agencies and strategic leaders.
- Delegate, oversee and report to Head of Service on specific service-related themes/projects.
- Maximise financial capacity and guide others in managing, monitoring, and sustaining value for money, promoting best financial opportunities.
- Lead on activity which seeks to secure funding and alternative sources of income for both the local authority and partner agencies, where they require support from the council to successfully submit funding applications.

Communication, Engagement and Training:

- Drive for the provision of early years/early help services to identify need at the earliest opportunity, to keep children safe, healthy, and happy and are aspirational to achieving good outcomes and being school ready.
- Take a leading role in consultation work with communities, embedding co-production as an approach to service delivery through engaging community/parent champions onto forums/networks.
- Build positive relations across public, private, voluntary and faith sector service areas, attending and contributing to relevant management forums and strategic planning. Including deputising for the Head of Service at local, Regional and National events.
- Proactively engage with other local authorities to identify best practice and innovative approaches which could be developed in Wirral.

Data Analysis and Decision-Making:

- Analyse and interpret information systems to drive performance, evaluate effectiveness of service delivery and demonstrate impact.
- Quality assure data collection, performance, and management information, producing reports when required, considering the qualitative and quantitative methodologies required for various audiences.
- Identify changes, trends and emerging initiatives and lead on change and transformation, recommending innovative/commercial approaches to service delivery to senior management.

Performance Management:

- Oversee and scrutinize casework and practice to ensure high quality assessment, planning and review of cases in line with non-statutory/statutory requirements and guidance.
- Challenge underperformance effectively and be responsible for the contributions by key partners, stakeholders, parents, and carers in understanding key targets and priorities.



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Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.
- Contribute to the operations of management systems, procedures, and processes to ensure they comply with Council policies.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Degree in Early Childhood Studies, or an associated field.
- Level 5 or above in Leadership and Management.
- Evidence of continued professional development.

Desirable

- Post-graduate qualification in Early Childhood Studies, or associated field.

Knowledge & Skills

- In depth knowledge and understanding of relevant legislation relating to early years, early help and prevention and Children's Services.
- Excellent leadership skills that encourage commitment from others and promote a positive, motivated organisational culture.
- A sound understanding of the Early Years Foundation Stage framework to promote across staff, parents, partners, and key stakeholders.
- Ability to analyse information and form a judgement regarding appropriate interventions with children and their families.
- Ability to effectively delegate and oversee work within teams.
- Ability to quality assure casework, including assessments, family plans, ensuring outcomes meet expected standards and best practice.
- Ability to prioritise, organise and plan tasks, meeting agreed timescales.
- Ability to implement robust performance monitoring systems, create accurate reports using various quantitative/qualitative resourcing.
- Ability to develop a culture of learning and improvement providing opportunities for staff to achieve their aspirations.
- Good understanding of people management policies and procedures.
- Ability to challenge the impact of discrimination and deprivation.
- Displays excellent communication skills and professionalism in building and developing influential and respectful partnerships, supporting, and challenging where necessary.
- Demonstrate emotional intelligence and the ability to inspire and motivate others.



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- Strong financial awareness, with excellent analytical skills and a creative approach to problem solving.
- An ability to manage a diverse workload and heavy demands whilst adhering to tight timescales.
- An ability to anticipate issues, weigh competing priorities and make strategic decisions.
- A comprehensive understanding of local government, the national political context within which it operates and the current challenges and opportunities.

Desirable

- An ability to lead change that is transformational, sustainable and produces benefits for service users.
- An ability to relate to and win the confidence, trust and respect of employees, partners, and the wider community.
- An ability to provide clear, unambiguous, balanced, and appropriate advice.
- An ability to manage competing priorities within financial constraints whilst maintaining a clear overview of the issues facing the Council.

Experience

- Extensive experience of working within an early years/early help setting, working with children, young people, and families in need of services.
- Extensive experience of managing a team.
- Extensive experience of mentoring and coaching others across a wide range of roles.
- Extensive experience of managing highly complex cases carrying risk of harm.
- Significant experience of dealing effectively with employee performance, management, managing people issues in line with corporate policies.
- A track record of leading change and service improvement.
- Experience of effective budget management.

Desirable

- Extensive experience of problem solving between many different parties, with different policies, procedures, and approaches.
- Experience of personal leadership in embedding change and maintaining excellent service.
- Experience of developing and maintaining a strong and effective performance culture that is responsive and customer focussed.
- Experience of working at a senior level in a complex political environment.



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Additional Information

Able to travel within or outside the Borough.

Required to work outside office hours when necessary.

Exercise high emotional intelligence and demonstrate a developing emotional resilience in relation to the job role.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended considering organisational and service requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: 

Date Of Approval: 17.06.2022



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