

**LONDON BOROUGH OF MERTON
CHILDREN SCHOOLS AND FAMILIES
JOB DESCRIPTION**

POST TITLE:	Service Manager Policy, Planning and Performance
Grade:	MG2
Department:	Children Schools and Families Commissioning, Strategy and Performance Division.
Location:	Civic Centre, Merton.
Responsible to:	Assistant Director of Commissioning, Strategy and Performance
Responsible for:	Research and Information Team Manager x1 Research and Information Officers x4 Strategic Performance Analyst x1 Policy and Planning Officers x2 Matrix Management of resources as required
Post number:	Date: August 2014

Main Purposes

- To be the first point of contact for Children services policy, strategic planning and performance management advice to the Director, Assistant Directors and other Service Managers engaging and consulting with other key stakeholders across the Council and external partners e.g. central government,. Leading and managing the Policy, Planning and Performance service to ensure effective services are provided to the department
- To lead on a robust Children's services performance management framework in line with statutory and regulatory requirements, national policy and local drivers.
- To lead on a continuous improvement strategy to challenge and influence the department's improvement intentions, including on planning and delivery of key external assessments such as Ofsted inspections and statutory returns. Responsible for the provision of timely evidenced based analysis and reports for Members, the Director, Assistant Directors.
- To lead on the development and maintenance of departmental strategies, policies and procedures, including service planning and the equalities framework within the department and lead on the department's contribution to corporate strategies such as the community plan and council's business plan.

- To develop and lead on the departments User Voice strategy, ensuring that the department maintains an appropriate customer focus through the use of good communications and user feedback.

Main Duties and Responsibilities

1. To manage effectively the policy, planning, performance management and information governance functions in the department.
2. To provide a lead on information governance, ensuring that the department meets its statutory and regulatory requirements.
3. To ensure appropriate liaison with other council directorates / partner agencies in respect of joint information sharing and governance issues.
4. To ensure that business planning arrangements are supported and well embedded within the department.
5. To lead on the department's input into the Community Plan /Children and Young People's Plan/ council's Business Plan.
6. To ensure the availability of good quality information to support strategic planning documents (e.g. CYPP / JSNA).
7. To develop a performance management and continuous improvement strategy on behalf of the department / Children's Trust, including responsibility of the DMT Continuous improvement board.
8. To lead on the performance management framework and performance reporting of the Merton Safeguarding Childrens Board.
9. To ensure that all statutory returns are submitted on time
10. To have lead responsibility for the collection of, analysis and distribution of information within the department (including the submission of statutory returns
11. To be responsible for ensuring that performance management reporting arrangements are in place to meet the needs of a variety of audiences.
12. Lead on delivering an income generating Service Level Agreement with Schools providing high quality performance intelligence to support Ofsted inspections and drive up pupil progress and attainment.
13. To be responsible for the directorate's Equalities framework and action plan.

14. To ensure that arrangements are in place within the department to support the delivery of the Corporate Equalities Scheme.
15. To manage the development and implementation of a departmental communications strategy.
16. To ensure that communications meet corporate / departmental guidelines.
17. To ensure that appropriate arrangements are in place for the department to respond appropriately to complaints, FOI requests and MP/elected member enquiries.
18. To ensure the department keeps abreast of and responds appropriately to national and local public policy changes and developments and provide policy support to departmental managers.
19. To effectively manage agreed budgets within agreed financial limits.
20. To prepare reports for senior managers within the local authority and in partnership boards/forums inc Children's Trust Board; Local Safeguarding Children Board.
21. To manage and supervise staff within the Section to ensure that they effectively discharge their duties and responsibilities.
22. To deputise for the Assistant Director of Commissioning, Strategy and Performance as required.
23. To be aware of and understand the Council's Equal Opportunities Policies and ensure that at all times the duties of the post are carried out in accordance with these policies.
24. Adhere to relevant local authority policies and procedures including financial regulations, HR policies and procedures, Equal Opportunities, Health and Safety, information governance and complaints.
25. To undertake any other duties of an appropriate level as may be required from time to time by the Director or Assistant Directors.

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PERSON SPECIFICATION**

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Grade: MG2

Date: August 2014

Education, Training & Qualifications

- Educated to a higher level (post graduate degree level qualification or equivalent) in a subject with significant public service policy or business management component
- In depth knowledge of national legislative and policy agenda for Children's Services, including regulation of children social care,
- In depth knowledge of Information Governance, Data protection Act, Freedom of Information guidance and Equalities Act.
- Evidence of continuing professional and/or technical development.

Knowledge and Experience

- Senior management experience of performance and/or strategy functions to senior management and other stakeholders and customers within a large complex organisation.
- Experience of managing a range of functions effectively within a large complex organisation
- Evidence of the effective management of business improvement a large multi-functional Organisation
 - Proven success in the management of change and problem solving
 - Successful experience of managing significant projects and programmes
 - Excellent negotiation skills with evidence of their effective use in delivering programmes
- Experience of implementing effective performance management frameworks.
- Experience of applying quality improvement methodologies
- Experience of using statistical and analytical tools.
- Evidence of working successfully in partnership with external organisations and stakeholders
- Experience of staff and performance management
- Experience of managing motivating and influencing people through matrix management.
- Understanding of and commitment to equal opportunities and its translation to practice.

- Experience of budget management

Skills and Abilities

- Track record of applying strong analytical skills and lateral thinking to develop creative and innovative service solutions
- Ability to gather, analyse and interpret complex data from multiple sources.
- Experience of writing strategies and policies
- Demonstrates the ability to translate strategy and policy into shaping real outcomes for customers and residents
- Evidence of excellent programme and project management skills.
- Ability to manage a complex workload including competing priorities, achieve targets and respond quickly and flexibly to changing needs and demands.

Special Requirements – Personal Qualities

- Excellent communication skills with the ability to negotiate and work effectively with a range of audiences and stakeholders.
- Experience of building and participating successfully in teams especially cross departmental teams and virtual teams
- Ability to work in partnership across organisations and different professional boundaries / disciplines
- Ability to build effective relationships inside and outside of the organisation
- Ability to work on own initiative and self-motivating
- Excellent organisational and planning skills