

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>10BF</b>	<b>Role Title</b>	<b>Children's Rights and Participation Manager</b>
<b>Grade</b>	PS10	<b>Reports to (role title)</b>	<b>Lead Commissioning Manager - Customer Experience</b>
		<b>Directorate</b>	<b>Children's, Schools and Families</b>
<b>JE Band</b>	371-438	<b>Service</b>	<b>CSF Commissioning</b>
		<b>Team</b>	<b>Quality and Experience</b>
		<b>Date Role Profile was created</b>	<b>Nov-16</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To manage the provision of Participation Services to children and young people ensuring that young people's voices are heard and able to influence and improve the delivery of services. Work with colleagues to promote and support an understanding of the provisions of Article 12 of the UN Convention on the Rights of the Child 1989. Act as a champion for children's rights influencing at a senior and member level and challenging practise and processes as necessary.</p> <p>The post holder will lead in providing directorate advice and guidance on children's rights to colleagues and service users. The service has a key role to play in performance improvement, reputational risk management and our culture of strenght based practice. Therefore, it is imperative that the post holder ensures exemplars of good practice are recognised across the service and corporately, to ensure that learning can be shared across the organisation. This is a key role in meeting the Councils obligations to listen to children and young people and enable them to affect change. In addition the post holder will act as "inhouse" participation expert, providing advice to service users and colleagues. Both these functions will have a high impact on the council's external assessments.</p>
<b>Work Context</b>	<p>The Quality and Experience teams works with Market Strategy and Insight and Innovation staff creating the commissioning function within the Childrens Schools and Families directorate. The focus of this team is knowing and understanding the quality of our practice. This will support a real understanding of the impact of our services, the outcomes for children young people and families and will help to inform our commissioning decisions. Staff will work with colleagues across the directorate, to provide an independent view of our work and the resulting outcomes for children, young people and families including understanding their experiences of our services. Quality and experience will also take the lead for directorate wide inspection planning and preparation and will retain key areas of improvement work.</p>
<b>Line management responsibility</b> if applicable	Position will have shared line management responsibilities for 3 direct reports.
<b>Budget responsibility</b> if applicable	Indirect budget responsibilities of up to £100k.

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>• Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p><b>Customer Service &amp; Support</b></p> <ul style="list-style-type: none"> <li>• Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance.</li> <li>• Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>• Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• May assist with budget/resource/funding management in accordance with the council policies and procedures.</li> <li>• May have delegated responsibility for a budget(s).</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.</li> <li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p><b>And/Or</b></p> <ul style="list-style-type: none"> <li>• Operate as an individual responsible for the delivery of a high level and complex service.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
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<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines such as HR, finance, law, marketing, communications.</li> <li>• Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles).</li> <li>• Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.</li> <li>• Proven ability to manage a range of projects through to completion.</li> <li>• Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public.</li> <li>• Previous management experience including staff supervision, development and organisational skills.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Experience and good understanding of engaging with children and young people including oversight of events and activities. Good understanding of issues related to working with vulnerable groups, including management of risk</p>
<b>Role Summary</b>	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>

