

# Leeds City Council

## Role Specification

Dir 70%

**Job title:** Chief Officer Family Help

**Date:**

**Ref:**

**Job Purpose** The Chief Officer will provide strategic leadership with regard to Early Help and the development of a Family Help services. Providing advice and expertise to decision makers across the Council. Working with key partners at national, regional and local level the Chief Officer will champion the Early Help, Safeguarding, Child Friendly Leeds, Voice and Influence and Workforce Development initiatives within the organisation and in collaboration with services across the Children and Families directorate will support the delivery of real change across the city. The Chief Officer will work with key stakeholders to implement the recommendations of the Independent Review of Children's Social Care.

The post holder is accountable to the Deputy Director of Social Care, Children and Families for the delivery of agreed outcomes, targets and objectives.

The services that the post will provide leadership for are Early Help Services, Family Help, Integrated Safeguarding, Voice and Influence and Workforce Development.

The post holder is required to ensure that the Leeds Practice Model is embedded across Children and Families Services and the wider partnership.

### Key Requirements

To support the Director by leading a major area of the Directorate to ensure delivery of Best Value services to customers, to meet the objectives of the Council's Corporate Plan and comply with Government Standards.

To motivate, develop and coach managers within your major area of the Directorate so that they manage the Directorate staff and other resources to achieve Corporate Plan and Service Plan objectives.

Monitor and review the achievement of targets in a major area of the Directorate activity and take action to ensure targets are met and improvements achieved.

To secure the achievement of the Directorate's Equalities plans and targets in a major area of the Directorate

A Social Work degree qualification together with substantial senior leadership and management experience.

To take the strategic lead in developing the service in the context of city, regional and national priorities.

Comprehensive knowledge and understanding of the current local, regional and national issues and the legislative and political context relating to Children's Services.

Evidence of working with partners and key stakeholders and of forging and driving successful partnership programmes to deliver cross sector priorities and outcomes

Excellent communication skills with the ability to influence, negotiate and establish credibility across sectors to enhance reputation and form positive relationships

Experience of successful leadership and management of large scale complex change programmes with an understanding of the strategic issues that face integrated work

Demonstrate knowledge of legislation, regulations, policies, inspections and performance information applicable to the relevant strategic functions e.g. child protection, health, safety and security, confidentiality and data protection. Promoting compliance with Leeds City Council policies and procedures.

In line with the Budget Management Accountability Framework to be responsible and accountable for developing appropriate, proportionate and effective financial solutions to be implemented across the Directorate.

To be accountable for and provide appropriate strategic advice relating to the work of the Directorate to Members and council officers and other stakeholders so as to manage risk and support them in their respective roles.

To take responsibility for maintaining effective communications and engagement with staff, service users, councillors, trade unions, partners and other stakeholders and which supports open, inclusive, responsive and accountable government.

To actively drive and deliver continuous improvement initiatives through leading and contributing to cross Council projects, collaborative working with partners and supporting Directorate Leadership Teams.

Actively support Corporate Leadership Team in achieving continuous improvement across the Council and; as a member of Directorate Leadership team, develop and implement initiatives to support continuous improvement in the Directorate Services.

To work with elected members, service users and community representatives in ways which support open, responsive and accountable government

To provide appropriate advice relating to the work of the Directorate to Members and council officers so as to manage risk and support them in their respective roles.

**Working Context** The role is primarily office based but post holders are expected to work flexibly both at home and at various locations across the City and region. Hours are worked mainly Monday to Friday, in accordance with the needs of the service; however the post holder will be expected to work regularly outside normal working hours, including attendance at evening / weekend meetings or events.

## Role profile

People in roles at this level are responsible for the strategic leadership and direction and delivery of specific functions and services as appropriate.

Specifically, the Chief Officer is accountable to the Director and is strategically responsible for the leadership, development and coordination of change. Working as part of the Best Council leadership team; roles at this level live and model values and behaviours to help the council to achieve the ambition to become the best city council and the best city in the UK.

For roles at this level, you must be able to show

**Knowledge** – Appropriate Social Work qualification and significant managerial/ practical experience across service areas You use your knowledge and expertise to plan and develop strategies and frameworks to shape future service provision in partnership with others

Extensive knowledge of local, regional and national issues that influence the city and region and impact upon health and social care strategy, policy and practice. Identifying links between societal and economic trends and anticipate emerging issues to influence the strategic direction and delivery of shared outcomes

Thorough understanding of the economic, business, cultural and political environment within the city and region and the ability to give direction to changing programmes and priorities You understand the significance of building strong and dynamic relationships at all levels that build trust and enhance profile and reputation

**Leadership & strategic planning** – Lead by example, cultivating strong relationships and effective joint working within the Council, politicians and with partners and stakeholders across the City, region and nationally You develop and enhance public and private sector partnership relationships to help to bring the city together and to join up the approaches of different stakeholders

Set and deliver complex change and transformational goals with broad perspectives and long term timelines, that impact across the health and social care system using a range of leadership styles which focus on achieving results, building trust and generating energy and support during periods of significant cross sector, services and system change

Develop innovative strategies that support the achievement of a high performing culture, where everyone can realise their potential and 'feel they count' and where there is a drive to deliver excellent service

performance, planned outcomes, targets and objectives. Demonstrate visible and supportive leadership with excellent communication skills creating a climate of learning and improvement leading to high levels of performance and improved outcomes

**Collaboration & innovation** – In partnership with others, develop strategies and frameworks to shape future service provision, share best practice, add value and improve outcomes in line with significant strategic programmes and plans. You use your influence to develop ways of working that lead to creative and innovative solutions to complex strategic problems

Develop opportunities to work collaboratively across the local authority and partners to facilitate and support an approach that is needs led and focussed on outcomes for citizens and. You develop ways of working that encourages and supports engagement with stakeholders and which leads to the delivery of services with a focus on individual needs and outcomes

In partnership develop and lead innovative and enterprising models of service delivery across sectors and services. Engage with multi agency teams, partners and communities to influence and shape the vision to meet city priorities There is evidence of how you effectively collaborate and engage with all stakeholders that leads to priorities and objectives being met.

**Problem solving & decision making** - Undertake a key role at Best Council leadership level identifying opportunities, initiating and developing strategic plans and projects and delivering solution focused outcomes across a diverse range of related and unrelated issues. You demonstrate commitment to working and leading across sectors and services, to enable transformation, and implement change and deliver agreed outcomes, targets and objectives

Anticipate emerging issues and changing context and develop strategies and policies to solve related or unrelated problems or seize opportunities across services. There is evidence that you take diverse issues requiring development of solutions and implement strategies that lead to successful outcomes

**Deliver - Working** in partnership with the Council, you take a lead role in influencing, informing and assisting the development of strategies, policy, functions and structures for the delivery of the Directorate strategy. You ensure that local and regional level plans and policies are influencing and being influenced by developments nationally and locally

Inform, support and assist the Director, coordinating work across Council directorates and managing relationships across services and with partners and other stakeholders. There is evidence of your ability to lead and manage large scale change. You demonstrate credibility, integrity and openness and ability to work collaboratively to deliver outcomes

**Resource management** - Set and deliver transformational goals with broad perspectives and long term timelines, which maximises effective resource management, ensures financial compliance and is responsive to sector and city priorities. Plans are in place to meet priorities, budgets are maximised and there is an efficient and sustainable use of resources.

Supporting a culture of excellence in service delivery, continuous improvement and a focus on outcomes which maximises the effectiveness of the workforce through workforce planning and actively promotes organisational values, supports adaptable ways of working and creates strong flexible teams. You empower, enable and develop individuals and teams, promoting a 'can do' attitude within an environment of supported and continuous improvement

The role profile and specification are an outline only and may vary from time to time without changing the character of the job or level of responsibility

## **LCC Values**

Leeds City Council values are at the heart of everything we do. They inform the way we design and deliver our services and the way we all work and behave. Leeds City Council expects all its employees and councillors to observe our core values and to understand our codes of conduct for ethical behaviour, correct use of the Digital Information Service (DIS) facilities and protection of sensitive information.

They reflect the current needs of the city. In a period of immense change and real challenge we must be both confident and decisive about what we do and how we do it. Observing our values can help us:

**Working as a Team for Leeds** Work in ways which are open, inclusive, responsive and accountable to develop and maintain good working relationships with internal and external customers, other stakeholders and partners to achieve excellent outcomes for the citizens of Leeds

**Being Open, Honest & Trusted** Ensure citizens and council members are provided with all relevant information to make decisions, learn from mistakes and seek to promote continuous improvement and best practice

**Working with Communities** Work effectively with the variety of partners to deliver services, communicate and involve stakeholders and the wider community in new developments to encourage ownership and commitment

**Treating People Fairly** Recognise that everyone has an equally important part to play within the Council and value the diverse and vibrant nature of the city and all its citizens

**Spending Money Wisely** Set high expectations of achievement across a range of strategic outcomes, actively seek out opportunities to improve delivery of services through partnership and feedback from service users