

# Job Description and Specification

<b>Job Title:</b>	Director for Quality, Partnerships and Commissioning
<b>Reference:</b>	CEDR2007
<b>Service:</b>	Children & Families Directorate
<b>Grade:</b>	D
<b>Reports to:</b>	Executive Director – Children & Families
<b>Location:</b>	Delamere House, Crewe with travel to Macclesfield Town Hall and other locations within Cheshire East.
<b>DBS Check:</b>	Enhanced with Child Barred List

## Your job

This role is a member of the children and families' senior leadership team contributing proactively to directorate strategy and playing a key role in improving outcomes for children, young people and their families through the strategic leadership and delivery of integrated commissioning, Quality Assurance and Children's development and Partnerships. It will work collaboratively with internal and external partners and will lead the strategy for resident's involvement and drive innovation in the provision of services that meet resident's needs using data and evidence to drive commissioning and transformation activity.

It will use clear and visible leadership skills to develop the vision for modern, cost-effective child-focused children's services, with a focus on supporting those most in need of support, to ensure that children, young people, and their families receive the highest quality of provision at the optimum cost.

## In this job you will

1. Lead an integrated commissioning service for children in partnership with key agencies to improve outcomes and experiences of children, young people and their families in the most efficient and cost-effective way possible.
2. Provide strategic leadership to the multi-agency children's safeguarding partnership driving the delivery of high-quality safeguarding and quality assurance services to children and families in Cheshire East.
3. To provide strategic leadership on arrangements for statutory inspection, inspections events and external challenge and scrutiny, including liaison with inspectors, partner agencies and service users.
4. To provide strategic leadership on service improvement initiatives within Children and Families, including managing, supporting and coordinating the activities of the Council's Children's Improvement Board.
5. Strategic lead for the research, co-ordination, development and implementation of Children and Families policies, procedures, practices and guidance, (consulting and negotiating as appropriate) to meet organisational and legislative requirements and improve practice.
6. Lead for children's services on cross directorate transformational ambitions and activities.
7. Work to align practice in service commissioning, in support of delivery of ambitious health and social care arrangements, with strong integration of care and health service.
8. Ensure that all directorate commissioned and contracted services are procured and delivered within budget, council and national policies and frameworks, and that the council's statutory duties

regarding education and children's services delivered through commissioned services are effectively met.

9. Deliver innovative approaches to the development of directorate service commissioning, market shaping and quality assurance, and develop productive relationships with partners, providers and the local community, to deliver services focused on resident's assessed needs.
10. Lead on directorate supplier relationship management and market development, working in collaboration with service leads to ensure the fit between needs, outcomes and provision, to develop a comprehensive insight into the key markets to inform market development and supplier relationship management.
11. Work closely with the council's and ICB's information, data and performance and public health teams to develop commissioning priorities for the directorate using information and data to develop innovative approaches to managing demand and preparing for future needs.
12. Drive the use of integrated and preventative commissioned and contracted services that demonstrate a measurable decrease in the number of people accessing intensive, high cost, long-term services and institutional care.
13. Work with the council's procurement team to establish robust and sustainable arrangements for the tendering and performance management for suppliers and contracts and ensure that providers are challenged to deliver year on year improvements to quality and outcomes. Champion the interests of parents, families and vulnerable children and young people across all related services. Across the directorate, lead, and coordinate user involvement to increase opportunities for the voice and views of parents, carers, children and young people to inform and shape services and support.
14. Drive a customer service ethos which delivers high standards of customer care in responding to customer comments and complaints, and the use of this information to inform and improve service delivery.
15. Build capacity and flexibility in the services managed to respond to the findings of service inspections, legislative changes and national policy developments to support improvement.
16. Work closely with the Executive Director of Children and Families (DCS) and the 2 other directors to ensure that the statutory obligations of the DCS and the service in relation to children's services are fully discharged.
17. Lead a professional team providing effective management and development of staff and a clear vision and direction for all.
18. Evidence of developing and delivering innovation within challenging environments. Able to build a shared vision, develop partnerships, resolve complex problems and facilitate change sensitively.

**From time to time you may be asked to undertake work as may be determined by the Chief Executive and/or an Executive Director. This will be up to or at a level that is consistent with your job role. This supports our joint commitment in our employee deal to work together as one team and one council to deliver the best service for our customers and communities.**

OFFICIAL

## In this job you will need

### Education, training, and work qualifications:

- High calibre degree or equivalent level qualification or ability to demonstrate intellectual ability of a significant level.
- A relevant professional qualification
- Evidence of continued professional, managerial, and personal development in relevant professional area.
- Qualified social worker with a recognised qualification and registered with Social Work England

### Knowledge:

- Knowledge of the issues facing local government and the wider economy and how they impact relevant service areas.
- Up to date professional knowledge base of the key areas relevant to the role and deep insight into the relationship between different fields.
- Awareness of the legislation and guidance relevant to the role and the implications that changes to legislation may have, including Inspection Regulations and what it means to be Inspection ready.

### Skills and abilities:

- Ability to balance strategic leadership and direction with effective operational management.
- Ability to foster an open and trusting culture with the ability to lead change through others and inspire high levels of performance.
- Outstanding relationship management and networking skills, and the ability to foster joint working across service boundaries.
- Excellent analytical thinker able to apply a significant degree of evaluative judgement and provide practical and creative solutions.
- Able to identify economic, market and customer issues and use these to promote innovative business models, commercial partnerships and agreements to deliver greatest value.
- Political sensitivity with an ability to make progress in complex policy areas and a strong belief in the value of local democracy and accountability.
- Commitment to Cheshire East Council's values and behaviours and equal opportunity policy, with an ability to demonstrate personal leadership on the importance of diversity.

### Relevant experience:

- Substantial experience, evidenced by a solid track record of success, leading a significant organisational function or service in a complex environment. Evidence of experience as a senior manager of social work services with a broad background in children's services and a track record of successfully delivering service improvement.
- Strong track record of partnership building and driving value for money.

## Our culture

For us, it is not just about our achievements as an organisation, but about how we do it. At Cheshire East Council we are working for a brighter future together –

- **We have a shared purpose**
- **We are supported and well led**
- **We are treated fairly and highly valued**
- **We succeed together**

This is all underpinned in our employee deal and everyone is expected to uphold their commitments by living by our values and demonstrating our behaviours.

## Our values

**Flexibility:** adaptable, open to learning and resilient

**Innovation:** creative, challenges convention and always looks to improve

**Responsibility:** delivers on promises, efficient and has integrity

**Service:** listens, delivers quality, is reliable and enables others

**Teamwork:** respectful, inclusive and contributes at all levels

### Our COMMITMENT

#### Shared purpose

- Provide a safe and positive working environment
- Setting clear performance objectives with realistic timescales for delivery
- Having fair and efficient policies and procedures in place and applying them consistently
- Listen, respond and act appropriately when you tell us about something that is inappropriate or wrong

#### Well led

- Provide honest, respectful and responsible leadership
- Be fair, consistent and timely in our decision making
- Work with you, enabling you to do your best work every day with the right resources, tools and technology

#### Valued people

- Have regular, useful team meetings, keep you informed and provide an opportunity for everyone to share their views
- Treat you as individuals, be respectful, flexible and supportive
- Care for your health and well-being
- Provide you with regular, meaningful and constructive feedback on your performance through one-to-ones and performance review meetings

#### Succeeding together

- Offer you opportunities for learning and developing
- Recognise and value your hard work and contribution
- Work together as one team and one council to deliver the best service for our customers and communities

### Your COMMITMENT

#### Shared purpose

- Bring a positive and can-do attitude into work
- Be proactive and always responsive to our customers and communities
- Work responsibly and ask for help if you need it
- Tell us if you see or experience anything that is inappropriate or wrong

#### Well led

- Be honest and reliable
- Get involved, keep informed, make suggestions and share your ideas
- Embrace technology and new ways of working

#### Valued people

- Participate fully and make helpful contributions to team meetings
- Be respectful of others and work flexibly and collaboratively with colleagues and partners
- Care for your health and well-being enabling you to maximise your attendance at work
- Value helpful constructive feedback and act upon it

#### Succeeding together

- Take the opportunity to learn and develop
- Be supportive and appreciate others
- Work together as one team and one council to deliver the best service for our customers and communities

# Working for a brighter future together

