



Job description	
Job title	Inclusion Service Manager
Grade	PMG2
Directorate	Children's Services
Section/team	Inclusion / Senior Management Team
Accountable to	Head of Service
Responsible for	Children with Disabilities Team
Date reviewed	September 2021

Purpose of the Job

The Service Manager is responsible for managing employees, financial and physical resources in Inclusion.

The post-holder will play a lead role in monitoring performance management systems, delivering, developing and improving services, identifying savings and generating efficiencies.

The post-holder will take a lead in ensuring the Council fulfills its' obligation to undertake an annual review of service users aged 0-25 in receipt of care and support services through Education Health and Care Plans, Children's Social Care and wider Inclusion Services.

The post-holder will be responsible for the following teams within the Inclusion Service Area:

- Children with Disabilities Social Work Team
- ASC Transition (MARTIX)

Providing direct line management to the respective team managers under scope and contributing and developing business plans for wholesale improvement.

The post-holder will work with the wider senior management team across education and inclusion to contribute towards education improvement in Knowsley and well as being a key officer within the SEND Implementation Plan.

Duties and Responsibilities



This is not a comprehensive list of all the tasks that may be required of the post-holder. It is illustrative of the general nature and level of responsibility of the work undertaken.

General

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

In addition to his/her principal duties the post holder will be expected to contribute more widely to the overall development of the Service and the Council. You may be required to be available to contribute to the Out of Hours Service.

All employees are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

All employees are expected to be committed to the Equality and Diversity policy and assist in removing the barriers to service delivery and employment to enhance a positive equality culture.

This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore **not** entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

Performance Management

- Responsible for managing the performance of teams in scope through the Councils' personnel policies, including induction, supervision, appraisal, disciplinary and grievance and related procedures.
- Responsible for delivering, developing and improving services, identifying savings and generating efficiencies.
- Responsible for identifying and making plans to meet the development needs of managers and their staff.
- Responsible for ensuring managers and staff monitor and evaluate their own practice against agreed quality standards in collaboration with users



and carers

- Contribute to any departmental framework, structures or procedures for performance management across the department.
- Identify any trends, gaps in services and service developments in collaboration with other service managers and the broader council.
- Undertake investigations and reviews of services as required. Plan changes in practice and service accordingly.
- Ensure service delivery and development plans are produced and implemented in collaboration with managers and staff, other divisions and other agencies.

Financial Management

- Ensure services are provided within the financial resources available in accordance with the Councils' financial regulations/standing orders.
- Manage staff so that activity and financial information is recorded, reported, monitored and any necessary action taken.
- Work with finance officers to ensure spend is appropriately forecasted and managed.

Physical Resource Management

- Ensure the physical resources used to provide services meet Health & Safety standards and requirements.
- Contribute to the management of the Departments' planned maintenance programme.
- Identify deficiencies and developments required in relation to physical resources and contribute to a Divisional/Departmental strategy to meet these.

Service Development

- Keep up to date with national and local issues in practice and ensure these are filtered down to teams and the wider council.
- Foster effective working relationships with a range of internal and external partners, and other key stakeholders, and to engage and consult with relevant parties in relation to service development and transformational change initiatives



- Have an appreciation of different practices and cultures across education, inclusion, health and social care organisations and have the ability to challenge constructively and appropriately in a range of settings
- Play a lead role in any planning groups and ensure there are tangible outcomes
- Ensure services are developed appropriately and in accordance with the principles of plan, do, review.
- Promote planning and the involvement of others, including service users as a tool for developing services.
- Work with key stakeholders to agree joint priorities and objectives to ensure improved service user outcome

Corporate Management

- Contribute to the corporate management of the Division, Department and Council, through meetings, committees, working parties, writing and presenting papers.
- Deputise in the absence of the Head of Service.

Health and Safety

- To regularly monitor and review services to ensure they are provided effectively and in accordance with level of need/risk.
- To promote and enforce the Council's Health and Safety policy and maintain safe working practice to self and others.
- To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities.
- To use equipment as instructed and trained.
- To highlight and manage any health and safety issues, which could place individuals in danger.
- To monitor sickness absence levels and identify work related trends, capacity/vacancy rates which would place the Local Authority at risk.



Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.