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**Job Description**

**Operational Director of Children’s Services UK**

**Overall Purpose**

The Direct of Children’s Services is a strategic member of the senior operational management team that works to ensure all of the activity undertaken in services are delivered to the highest possible standards of quality. Focusing on the best possible outcomes for children and foster carer experiences, the post-holder contributes to the strategic design and delivery of services in the most efficient and effective manner within the charity’s resources.

Providing strong leadership to operational and service areas and vision in the development of TACT’s services, the Director of Children’s Services is functionally responsible for ensuring effective strategic management of people and services and is accountable for the standard of delivery in operational teams. They will be experienced in undertaking commercial developments of services and working to external customer need.

Managing operational area managers and specialist team leads, the post-holder leads the provision of excellent services and sets the direction for future developments across the organisation, including service improvement and growth initiatives. The role is underpinned by a confident social worker with senior management experience who can work collaboratively with teams to achieve successful outcomes and high quality impact.

**Homeworking**

TACT is a homebased workforce. We recognise the benefits that flexible home working creates for both the employer and the employee, but we also encourage staff to meet face to face for regular supervision and the social and wellbeing benefits of team working. Where roles involve meeting with carers and children and other agencies, the expectation is that employees will live within a reasonable travelling distance to carry out those duties. As a remote working organisation, we are committed to work with our staff to enable consistent inclusion and engagement across the organisation to ensure the optimum standards of service for our carers and children.

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1. Working collaboratively as a member of the charity’s Directors Team assisting the Strategic Director of Children’s Service, Chief Executive and Executive Team to lead and manage the charity.
2. Responsible and accountable for all operational activity and its delivery in the designated areas of responsibility and to deputise for other Directors as required.
3. Lead on activity to achieve outstanding outcomes for children and excellence in service delivery and to role model TACT’s values.

1. Design, develop and implement new services or initiatives in response to the need, legislation and other external factors.
2. Hold accountability and responsibility for the delivery of key areas of focus from TACT’s strategic plan, ensuring positive change and practices are embedded across the organisation.
3. Report regularly to the Executive Team and Children’s Services Committee on all relevant areas of activity.
4. Setting direction to equip line reports to deliver and achieve TACT’s strategic direction.
5. Support and work alongside the Agency Decision Maker and policy lead to develop and implement operational policies and procedures. Ensuring all policies and procedures relating to the operational issues are appropriate to meet individual countries legislation and guidance.
6. Hold overall responsibility for safeguarding and regulatory reporting requirements within assigned areas of control. Specifically holding Responsible Individual responsibilities for TACT’s Wales Service. This requires ensuring best practice within the teams and encouraging reflective learning through the safeguarding board.
7. Represent the charity with Governments of the UK and other external stakeholders, including regulatory bodies.
8. Represent TACT to local authorities in all service matters, build strong relationships with key stakeholders in local authorities and leverage inter-personal connections to generate new business.
9. Be overall accountable for TACT’s Operational Services budget for their span of control and to ensure that the resources are deployed in the interests of effective service provision and development.
10. Meet regularly with Foster Carers and their representatives to fully engage them in planning and improving our services, using principles of involvement, engagement and co-production.
11. Represent TACT at a local and national level, attending and presenting at such conferences, seminars and working parties as may be required in order to actively promote TACT.
12. To undertake any other duties, that may reasonably be requested and/or identified by the Strategic Director of Children’s Services.
13. Level of contact with children – Infrequent and unsupervised.

Such duties are not exhaustive, but an illustrative list of the level and type of duties required. The job description is produced to assist the post holder in identifying his/her main duties.

| **PERSON SPECIFICATION** | E (Essential)  D (Desirable) |
| --- | --- |
| **Education/Qualification**   * Social Work qualification. * Registration with Social Work England/Scottish Social Services Council/Social Care Wales. * Educated to degree level or equivalent. * Management/Leadership qualification. | E  E  E  E |
| **Experience**   * At least 5 years of successful experience of managing a fostering service. * A successful track record and background of consistent achievement as a strategic leader. * A proven track record of delivering in-depth change management. * Experience of managing budget holders (holding them to account) and ensuring effective deployment of resources. * Working in a commercial environment, responding to external need and able to develop services in line with customer need. | E  E  E  E  D |
| **Knowledge**   * Budget Management and Control. * Staff management and people leadership. * Performance Management and HR processes. * A working knowledge of the legislation and statutory obligations relating to Children’s Services. * Understanding of trauma-informed approaches in social work practice and the underlying principles of a trauma-informed approach. | E  E  E  E  E |
| **Ability and Skills**   * A commitment to and knowledge and understanding of Equal Opportunities and anti-discriminatory practice. * Ability to generate and implement creative ideas. * Proven administrative and organisational skills. * Initiative to solve work-related problems. * Ability to work in an innovate and fast paced environment. * High-level analytical skills, with the ability to exercise sound judgement in seeking creative solutions to complex situations. * High-level presentational and interpersonal skills, with the ability to communicate effectively to a wide range of audiences and communities. * Ability to establish and sustain positive relationships and partnerships that generate confidence, respect, credibility and trust and achieve required outcomes. * Ability to anticipate, interpret and manage change and achieve results through influence and negotiation. * Well-developed leadership skills, which foster a positive and motivated organisational culture in a manner that secures commitment and ability to manage, empower and motivate a diverse range of professionals, to establish effective teams. | E  E  E  E  E  E  E  E  E  E |
| Personal Attributes  * Ability to work as a member of a team and be sensitive to the needs of others. * Good time management. * Ability to work under pressure to meet deadlines. * Excellent oral and written communication skills. * Experience of achieving outstanding outcomes for children | E  E  E  E  E |
| Other  * A positive and flexible attitude to changes and development. * Ability to travel within UK, including some overnight stays. | E  E |