

## Service Director – Partnerships, Improvement and Resources

To be read in conjunction with Strategic Implementation – Commercial Core and Advice

### Responsibilities as a Member of the Senior Management Team

- Accountable to Strategic Directors for the collective achievement of outcomes in line with agreed strategic plans.
- Accountable to the Executive for the quality of services consistent with the framework set by Strategic Directors and the Chief Executive.
- Responsible for regular reporting of performance against outcomes and quality standards.
- Responsible for highlighting significant risk to the achievement of strategic outcomes and opportunities to enhance delivery.
- Responsible for creating a performance culture within services which reports on the basis of agreed evidence and policy.
- Responsible for the delivery of commissioned outcomes utilising professional and specialist expertise of relevant Heads of Service and Senior managers across the organisation/partners
- Accountable to a named Director for performance appraisal and career development.
- Responsible for ensuring that relevant elected members are appropriately briefed and supported on all issues within the service director
- Carry out other duties as specified from time to time.

### Specific Responsibilities as Service Director (Partnerships, Improvement & Commissioning)

- Lead the strategic development and implementation of the Children and Young People's Plan; ensuring collaborative engagement across all partners.
- Lead the Directorate's approach to service improvement, ensuring capacity and resources to support Directorate priorities are in place.
- Responsible for joint commissioning budgets, negotiating where necessary across key partners.
- Lead, with key partners, on the development and delivery of a joint workforce strategy for Children's Services, which ensures the appropriate capacity and capability is in place to meet current and future demands.
- Management (jointly with the partners where appropriate) of concerns about the quality of care and practice in provider organisations
- Identification of best practice and latest sector thinking to ensure the Directorate develops innovative and sustainable approaches to service improvement.
- Acting as the Directorate lead with health commissioners and providers to develop models of integrated service delivery to meet the health, social care and wellbeing needs of localities.
- Leading on the developing with Adult Social Care and other providers a share agenda and vision of working across age ranges particularly in relation to transitions pathways
- Ensure that service strategies and policies are reflective of the Council's approach to place based working.
- Ensure there is a robust Directorate framework for monitoring performance and achievement of desired impact and a feedback loop to strategy and policy framework.
- Lead and embed a consistent approach and application of intelligence lead decision making.
- Develop and lead on our partnership ethos with key partners across both public and statutory agencies to support jointly commissioned outcomes.
- In partnership with other Service Directors, ensure line of sight from strategic intent to practical delivery of 'good' children services.
- Create a culture of high expectations and performance that is fully embedded across Children's Services and can be articulated clearly at all levels of the organisation in a way that is meaningful and understood.
- Embed and support a culture of transparency where challenge and scrutiny is embraced as an opportunity to learn and improve practice.
- Cost effective management of complaints and compliments, ensuring that lessons are learned and embedded in future practices.
- Directorate lead for co-ordination of all communications, marketing and performance measures which will inform future strategic direction.