

# Assistant Service Director Job Description



PARENTS AND CHILDREN TOGETHER

Line Manager: Service Director

Direct Reports: Team Managers

## The Role

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The role of Assistant Service Director is key to the Adoption service, working closely with the Service Director in delivering agreed strategic and operational developments in line with national, regional and local agendas.

The aims and objectives of the Assistant Service Director role are to ensure current and future services:

- Are safe for children, adults and employees
- Provide effective and safe placement of children for adoption
- Meet the needs of children in relation to diversity
- Deliver excellent customer service
- Are in line with current best practice and theoretical perspectives
- Respond to identified need and provide innovative solutions to problems
- Are managed within defined budgets
- Are monitored with regards to performance against agreed KPIs

The delivery of agreed KPIs and service standards are essential to the ongoing delivery and development of the Adoption service, so the post holder will be held accountable for the delivery of agreed KPIs and service targets. The postholder will not have their own case load.

## Key Tasks

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O	Provide clear and visible leadership for the adoption Team Managers, taking overall responsibility and accountability for their management, performance, quality of their outputs, including recruitment/retention, induction, training and development, performance management and succession planning
O	Deputise for the Service Director and lead departmental management meetings and initiatives as required
O	Take an active part in the charity's Senior Management Team, supporting the Service Director in driving the adoption service forward and the delivery of service KPIs
O	Safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times and deputise for the Service Director who is the Safeguarding Lead
O	Assist the Service Director in budget setting and liaising with Finance and senior managers to ensure that sufficient funds are secured for the service in order to maintain and develop services. To assist with the monitoring of financial performance, ensuring effective deployment of resources and compliance against agreed targets/budgets

O	Oversee and monitor the adoption pipeline of activity from enquiries through to adopter approval and placement of children in order to meet KPIs and service targets
O	Ensure comprehensive, high quality and accessible adoption support services are provided for children and families and the impact of interventions is monitored and needs met with good outcomes evidenced
O	Ensure services provided are targeted, meet best practice standards, are child focused and culturally sensitive
O	Ensure the voices of adopters and children are heard and used to develop and influence service delivery
O	Ensure that service provision is inclusive and accessible to all. Develop equality and diversity within service delivery and practice
O	Oversee the provision of a service for adopted adults
O	Develop the provision of a service for birth parents
O	Ensure the regulatory requirements of the Registered Manager for an adoption and adoption support agency are fulfilled
O	Assist with the quality assurance of the services provided, driving continuous improvement, to ensure outstanding service provision is maintained
O	Provide timely, high quality reports for Board, Service Director and others as needed and attend meetings with Trustees as required.
O	Establish and maintain effective working relationships on a local and national basis including Regional Adoption Agencies, Local Authorities, Voluntary Adoption Agencies, DfE, CVAA, Academic institutions and other bodies to promote PACT and its adoption services, to ensure PACT's services achieve national recognition and look for opportunities to develop new business strategies and initiatives
O	Contribute to developing appropriate contracts and partnerships with external agencies/partners and play a key role in enabling and encouraging creative and productive networks
O	Keep up to date with national and local developments via a wide range of forums e.g. social media and national and local press agencies to develop and influence practice within PACT
O	Drive the development of appropriate processes and IT solutions to support enhanced performance and efficiency, working closely with the Business Support Manager
O	Contribute to the business plan for the Adoption Service, helping to set priorities and targets and ensure that departmental activities are aligned with the business plan
O	Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work
O	Undertake any other duties deemed commensurate with this post as directed by the Service Director

## Person specification

<b>Essential Attributes</b>	
<input type="checkbox"/>	A degree in Social Work or equivalent and registration with Social Work England (SWE)
<input type="checkbox"/>	Significant post qualification experience at Team Manager or Senior Manager level in adoption and hold NVQ Level 5 in Management or equivalent or actively working towards achieving this within the next 12 months
<input type="checkbox"/>	Knowledge of current government policy and legislation in relation to adoption, and ability to apply this to PACT's own internal policies to ensure compliance
<input type="checkbox"/>	Significant experience of defining and setting clear targets and KPIs to drive a high level of performance and service delivery. Experience of developing strategies and contributing to business planning
<input type="checkbox"/>	Excellent communication skills; demonstrating the ability to compile information into simple factual reports or presentations, ensuring that information is clear, relevant and concise, and the ability to articulate PACT's business models to a wide range of audiences
<input type="checkbox"/>	Ability to encourage, enthuse and develop staff through regular team meetings and events – in addition to appraisals and performance reviews
<input type="checkbox"/>	Experience of networking in order to develop effective working relationships
<input type="checkbox"/>	Experience of leading projects and service improvement initiatives
<input type="checkbox"/>	Competent in the use of a range of IT tools, including databases, email, Word and Excel
<input type="checkbox"/>	Experience of budget management and control, forecasts and reporting
<input type="checkbox"/>	Ability to delegate effectively responding appropriately to new priorities and deadlines
<input type="checkbox"/>	Strong time management and organisational skills including the ability to prioritise effectively and work to deadlines
<input type="checkbox"/>	Enhanced DBS check
<input type="checkbox"/>	Able to work flexibly in order to meet service needs e.g. occasional weekend/evening work
<b>Desirable Attributes</b>	
<input type="checkbox"/>	Has a working knowledge of CHARMS database
<input type="checkbox"/>	Experience of the Adoption Panel Advisor role
<input type="checkbox"/>	Has a desire to work in the voluntary sector
<input type="checkbox"/>	Car driver with valid licence