

 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
Job Title	Service Director – Strategy, Transformation & Commissioning		
Service	Children's Services		
Location	Shute End (with opportunity for PT Hybrid working)		
Reports to	Director of Children's Services		
Responsible for	Overall responsibility for approximately 20 staff		
Grade	Type of position:		Date
Service Director	Permanent, Full time		January 2025
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<u>Service Purpose</u>			
<p>Working with Director of Children's Services and other members of the Directorate Leadership Teams to drive and implement the fast-paced transformation of Children's Services to deliver better outcomes for children, young people and their families. Increasing improved value for money and a sustainable high-quality services for the people of the borough of Wokingham.</p>			
<u>Purpose of the role</u>			
<p>Post holder will provide senior level leadership, guidance and support to operational managers working across Strategy, Transformation and Commissioning to deliver efficient and effective services that support the department to deliver on the strategic priorities of Children's, as well as the wider corporate delivery plan.</p> <p>The post holder will lead on all aspects of transformation, change and commissioning across children's services, working and engaging with key stakeholders and partners, to ensure effective, proactive and outcome-based partnerships and services are in place. The role will drive the transformation programme of both Children's Services, as Senior Responsible Officer (SRO) within the Directorate it will have responsibility for the development and delivery of our efficiency programme. This includes cross directorate coordination of the programme and accountability for the delivery of fundamental transformational benefits this programme will have across the Social Care & Education system.</p> <p>The post holder will take accountability for developing, leading and managing strategies for contract management of commissioned services for children across the Council, ensuring high value contracts have expert support and management and that expertise in contract and performance management is provided to service-based contract management.</p> <p>The post holder will take accountability for representing the Directorate on corporate, cross cutting initiatives, including retaining the links for council wide engagement and action, including greater efficiencies between Children's, Adults and Community based services.</p> <p>The role will include the ownership and management of risk and financial oversight, this includes establishing controls and reporting arrangements; anticipating, identifying, managing, and resolving risks, effective budget monitoring and issues to enable timely and appropriate action is taken and best value is maintained.</p> <p>The post holder will be expected to work with elected members, the executive team and the extended Corporate Leadership Team to deliver the council's priorities.</p> <p>Also, to propose and/or carry out other responsibilities as agreed by the Council, commensurate with the grade of the post and deputise for other Assistant Directors and the Directors when required.</p> <p>The role is required to oversee the core functions and performance of these teams against internal and external KPIs and objectives. Identifying and implementing continuous improvement will be a key part of the role, together with enhanced collaboration with developers, agents, key stakeholders and other council teams.</p>			

Main Accountabilities	
1.	To act as the council's Strategic lead for transformation and commissioning for Children's Services, supporting service transformation and commissioning interventions, that meets residents' needs in a sustainable way, working with partners, including health with a focus on jointly achieving outcomes within the prevention agenda, promoting independence and resilience in the community and care for all needs.
2.	Provide professional leadership for the development and monitoring of the departments policies, strategies, partnerships, commissioning and transformation ensuring that the Councils statutory duties across the range of services provided within Children's Services are effectively met.
3.	Ensure a culture of continuous improvement in relation to all areas under your professional leadership and portfolio. Work to support existing best practice and challenge where practice needs to improve, actively seeking ways of achieving better service value.
4.	Lead the development of the council's approach to commissioning across children's services for in-house and externally delivered services, ensuring a focus on prevention, quality, independence, safeguarding and effective use of resources.
5.	To lead on all aspects of commercial and procurement activity and contract management, ensuring adherence and compliance with all national and council constitution and standing orders
6.	To lead on all aspects of forward planning for the directorate and related commissioning activity involving the timely engagement of key stakeholders to ensure decisions are made appropriately with all relevant information being presented.
7.	To develop, lead and manage on the delivery of key strategies for children across the Council, ensuring high value contracts have expert support and management and that expertise in contract and performance management is provided to service-based contract management
8.	Lead, develop and proactively engage and support all partners to commission services in an integrated way, considering various models and contracting forms which may include pooled budgets, lead commissioning, joint commissioning, alliances, integrated care systems, for example that require formal and informal contractual arrangements.
9.	To maintain an oversight of all services that are commissioned ensuring effective management so that partners' individual statutory responsibilities are met and appropriate recovery planning processes are in place where necessary.
10.	Ensure the Council is equipped and supported to address all Government inspection and other external scrutiny, in order to secure positive outcomes and high levels of achievement
11.	To effectively horizon scan and ensure that the right systems, policies and procedures are in place which secure a high standard of probity, regularity and control at all times, including with respect to information governance.
12.	Must act as a champion for the use of digital, data and technology through both the identification and development of business cases and maximise the use of existing tools Role model the use of digital, data and technology ensuring that tools are procured and used in line with the Council policies and constitution.
13.	To lead and be accountable for the directorates transformation program, including cross directorate coordination of the programme & accountability for the delivery of fundamental transformational benefits this will have across the Social Care and Education system.
14.	Lead on ways to improve the residents experience, making sure the residents are at the centre of service delivery and working across the Council to ensure inclusive access to Council services.
15.	To lead the strategic development of a suite of policies for Children's Services, working with the whole department to keep these current and oversee implementation. Working with corporate colleagues around how these policies relate to and align with the council plan and other council policies, as well as national policy.
16.	To ensure and capture the transformation agenda, and improved outcomes for our children and families within the performance management framework. Actively developing performance orientated relationships with the wider health, education and social care service in and beyond Wokingham and in respect of other public sector bodies and key partners.
17.	To understand, manage and oversee the local care provider market, forming and managing productive working relationships with the whole local care sector. Driving quality, innovation and diversity in the care market via a clear market management strategy and market position statement.
18.	To provide oversight and delivery of the Council's responsibilities to manage the social care market, working with and supporting providers both internal and external to develop and deliver sufficient, suitable and appropriate services to meet current and future demand.

19.	To develop, hold and maintain an understanding of the future predicted need for Children's services in the borough, working closely with Public Health and Health Integration to obtain the data and insight to achieve this.
20.	To develop and maintain a Contract management Framework, ensuring best practice in contract management. Oversight of the contracting service ensuring that legislative and procedural agreements are always adhered to.
21.	To lead and support ongoing transformation with particular responsibility to the provider market driving innovation and person-centred approaches to commissioning.
22.	To lead and contribute to the overall effectiveness of the department's service delivery strategies, developing sufficiency analysis, driving efficiencies, cultural shift, and the transformation agenda.
23.	To be responsible for ensuring high standards of safeguarding in the local care market.
24.	To be responsible for the delivery of budget and performance targets, driving efficiency and effectiveness of service delivery.
25.	To provide direction and oversight of joint commissioning activity, including commissioning strategies, to improve well-being and deliver the best outcomes for the funding available. Providing oversight of the commissioning relationships with the council, Voluntary and Community Sector and with local key partners.
26.	To work closely with the Director for Children's Services and senior managers from other organisations, ensuring the widest understanding of the social care and education agendas.
27.	Responsible for the delivery of their services approved budgets and that they are aligned to the councils overall Medium-Term Financial Plan. Leading on required mitigations and option development where there are financial pressures and ensuring services provide value for money.
28.	Emergency Planning - serve as the Silver Duty Officer, on an out of hours rota's, coordinating the council's tactical response in an emergency.
29.	Demonstrate a strong commitment to an inclusive and diverse environment by actively promoting Equality, Diversity and Inclusion.
Supervision Received	Executive Director, Children's Services
Supervision Given	The post holder will provide monthly supervision to direct reports covering both personal development and service-related issues.
Contacts & Working Relationships	Internal and external customers, residents, partners and other stakeholders
Management of resources or budget	Children's Commissioning budget £17m
Special Factors	Ability to travel to a variety of locations across the Country as necessary. Driving license is required. Availability to attend evening events DBS – enhanced check.

Organisation Chart



Service Director Shared Responsibilities

As a Service Director at Wokingham Borough Council, it is expected that you will A.C.T. on our core Values of **Ambitious, Care, Together**. Our organisational Values are our cultural cornerstones that form the bedrock of our operational ethos. A Leader of people, you will lead your team through our People Strategy to deliver on our core purpose for our communities.

Our Service Directors are expected to deliver on several Shared Responsibilities as leaders of our organisation, ensuring that we demonstrate the behaviours and competencies required at a consistent level to lead our strategic priorities. The Shared Responsibilities will be monitored throughout the year with your line manager and an annual assessment will be undertaken, alongside your annual performance appraisal. A full definition can be found in the Service Director Toolkit.

People Leader	Leading, motivating and inspiring teams to deliver our corporate priorities in a collaborative culture
	Essential Skills: interpersonal skills and communication, coaching, listening, collaboration, resource planning, resilience, time management, delegation.
Systems Leader	Working with partners and across organisational boundaries to influence and empower
	Essential Skills: relationship management, negotiating, influencing, inclusive communication skills, stakeholder management, emotional intelligence, networking.
Political Acumen	Navigating the political environment of the local authority with impartiality and building working relationships with political members.
	Essential Skills: Judgment, Consistency, Reframing, Relationship management, Managing expectations, Foresight and implications
Change Leader	Embracing continuous improvement and taking our teams on a journey of culture and behavioural changes
	Essential Skills: partnership working, communicating a vision, listening, project management, time management, systems thinking
Digital Acumen	Being equipped with the knowledge, skills and attitudes to support the digital journey of the organisation
	Essential Skills: horizon scanning, communication, systems thinking
Organisational Leader	Breaking out of silos to work strategically and collaboratively with each other across the organisation
	Essential Skills: resilience, flexibility, analysis/judgement, communication, forward planning, selling a vision, partnership working, assertive/ constructive challenge
Financial Acumen	Integrating commercialisation with public sector ethics to deliver the best outcomes for residents
	Essential Skills: Communication, Resilience, Change Management, Risk Management, Budget Management

Person Specification		
Qualifications	Essential	Desirable
<ul style="list-style-type: none"> Education to degree-level or equivalent relevant professional Evidence of continuous personal and professional development 	✓ ✓	
Technical Skills.	Essential	Desirable
<ul style="list-style-type: none"> Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel An understanding of large, complex and political organisations Well-developed written and verbal communication skills with an ability to vary style to meet the needs of the audience Ability to analyse management data and communicate to groups, including recommending appropriate action where necessary An understanding of large, complex and political organisations 	✓ ✓ ✓ ✓	✓
Knowledge	Essential	Desirable
<ul style="list-style-type: none"> Understanding of the political landscape, legislative frameworks, and regional and national drivers surrounding Children's Social Care In-depth practical knowledge of legislation and national and local policy particularly in relation to the agenda for closer integration of local authority and NHS commissioning of education, health and social care services. Understanding of decision making, human and financial resource management in a public sector environment Expert knowledge of all aspects of commissioning and transformation processes, including a thorough awareness of widely recognised best practice Strategic thinker with proven high-level leadership skills and an ability to set clear direction of travel within a complex and challenging environment with multiple stakeholders whose priorities might not necessarily align Strategic financial management skills including financial planning, business case development, capital programming and budget monitoring. A thorough understanding of demographic profiling, health inequalities and health and social care issues in diverse communities and a commitment to adhere to a promote equalities legislation and local policy. Outstanding influencing and negotiating skills, underpinned by in depth knowledge of different stakeholder interests and organisational cultures, with an ability to 	✓ ✓ ✓ ✓ ✓ ✓	

		✓	✓
Completed by:	Emma Cockerell	Date: January 2025	