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| **Job Description** | |
| **Post title** | Project and Inspection Support Manager |
| **JE Reference No** | N10245 |
| **Grade** | Grade 12 |
| **Service** | Children & Young People’s Services |
| **Service Area** | CYPS Operational Support; CYPS Development and Learning |
| **Reporting to** | The post holder will be accountable to the Strategic Manager, Operational Support and will manage relevant members of the team. |
| **Location** | Your normal place of work will be County Hall, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The purpose of the post is to support Children and Young People’s Services in relation to the regulatory inspection frameworks and deliver project management support for high priority Service developments.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To lead a range of activities so that the Service and Partners are ready for the range of statutory inspection frameworks which apply to Children and Young People’s Services (such as ILACS, SEND and JTAI). This will include:

1. Providing a lead role in preparing services for new/existing inspection frameworks prior to the announcement of any inspection/peer review,
2. Leading the development and implementation of robust support systems to support statutory inspection processes,
3. Co-ordinating the programme of support for an inspection/peer review, before, during and after the inspection is announced,
4. Horizon scanning, researching, analysing and disseminating relevant inspection material to inform and support future service preparations and improvement.

* To provide project management support to agreed high priority developments within the Children and Young People’s Service, including arrangements to initiate, plan, manage, monitor, report and close projects as required,
* To lead work with Heads of Service and Tier 4 managers to ensure effective electronic arrangements are in place to monitor and track quality improvement initiatives across the Service and with Partners, including those relating to quality audit,
* To take a lead role in the research, setup and provision of electronic support systems which are aligned to service quality and improvement initiatives, including those relating to policies and procedures,
* In addition, the post will take a lead role in ensuring Council governance processes are managed within Children and Young Peoples services including:

1. Leading the production of the annual Governance Statement for the Service,
2. Co-ordinating the review and updating of the Service Scheme of Delegation, reflecting any key changes to the Councils constitution and Service responsibilities,
3. Supporting the co-ordination of the Service Risk Register,
4. Ensuring effective management of research governance arrangements within the Service to ensure that appropriate ethical and legal standards are followed for service user and staff research.

* To manage and lead staff in the Inspection and Support Team,
* To deputise for the Strategic Manager, Operational Support as appropriate,
* Commitment to continuous professional development.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Qualified to degree level or equivalent, | * Management qualification, * Service Improvement/Quality qualification, |
| Experience | * Significant project management experience, * Experience of using and implementing technology and electronic systems to support the business, * Working within a culture of continuous improvement, * Leading and managing change initiatives, * Working effectively with Senior Managers, * Developing reports for Senior and Operational managers, * Experience in a supervisory role, | * Understanding of a Children’s Inspection Frameworks and / or Children’s services, * Have contributed to the planning for an Inspection, * Working collaboratively in a multi-professional/multi-agency environment, |
| Skills & Knowledge | * Excellent time management, organisational and planning skills, * Ability to work to deadlines in a pressurised environment, * Project management methodologies, * Systems thinker, * Analytical skills, * Clear and effective communication skills which are tailored to the needs of the audience, * Able to lead and manage change, * Excellent interpersonal skills, * Able to develop action plans, * Recognises customer needs, * Works on own initiative, * Networking skills, * IT literate, * Monitors quality of work, staff development needs and contribution to team targets, * Seeks ways of using their experiences for the purposes of service improvement, | * Value for money and efficiency methodologies, * Budget management, * Knowledge of inspection frameworks, |
| Personal Qualities | * Works effectively with colleagues and stakeholders, * Customer focused, * Active listening skills, * Promotes effective teamwork, * Motivates others, * Able to challenge constructively and appropriately, * Completes work, * Self-awareness of impact on others, * Committed to honesty, inclusiveness and personal integrity, * Commitment to continuous professional development, * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance), * May be required to work outside of normal office hours. |  |