

Job description

Job title: Senior Manager

Grade: Dorset Council Grade 17

Job evaluation reference: ES625

Job family: Business, Policy and Administration

Purpose and impact

This role provides strategic and operational leadership to ensure the effective delivery of statutory social work services, operating within national legislative frameworks, including the Children Act 1989 and the Care Act 2014. As a senior leader, the postholder drives service improvements, shapes strategic outcomes, and ensures the highest standards of practice to support vulnerable adults, children, young people, and their families.

Through visible leadership, the role strengthens partnerships, contributes to safeguarding boards, and advances early help and prevention strategies. It plays a critical part in shaping council-wide policies, managing resources efficiently, and overseeing performance to achieve key service priorities. The postholder provides expert guidance, leads workforce development, and ensures continuous improvement in social work practice. Deputising for senior leaders when required, they influence strategic decision-making and contribute to the future direction of social care services.

Key responsibilities

16. To be responsible for promoting and safeguarding vulnerable adults and children
17. To provide the leadership to several services /professionals in regard to their specific area of operational service delivery.
18. To be responsible for taking professional decisions on complex matters within appropriate timescales.
19. To have direct line management for allocated Operational managers.
20. To promote, develop and plan services ensuring that there is an effective and efficient delivery of services which meet statutory requirements and may be subject to regulation and inspection.
21. To contribute to the strategic planning, working collaboratively with partners, communities, the voluntary sector and others as appropriate.
22. To provide a clear line of governance regarding decision making on high risk and complex case issues and to escalate as appropriate.
23. To be responsible for the performance management and outcomes for an allocated portfolio of services.
24. To write reports, work plans and service plans as and when required.
25. To lead and/or relevant leadership and management meetings as required.
26. To lead and/or be involved in budget and performance discussions and work closely with colleagues in finance, performance and in other key support areas to ensure effective service delivery within available resources.
27. To be responsible for performance and delivery of outcomes against key performance indicators in allocated areas.



28. To manage delegated budgets effectively and efficiently in line with the authority's scheme of cost centre management and delegation.
29. To manager early help and prevention resources as allocated.
30. To ensure that there is compliance with health and safety in allocated service areas.
31. To provide strategic leadership.
32. Undertaking any lesser or comparable duties as identified.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Director/Assistant Director

Responsibility for: This post has direct line management responsibility for allocated operational managers who manage a large staff group.

Other factors

The post holder will have a substantive base but there will be a requirement for them to work in an agile manner across the County. Additionally, there is an expectation that they will be available outside of the normal working hours in order to manage complex situations where their advice, guidance or a decision is being sought. This is a role where there is a high expectation of commitment and flexibility from all managers at this level.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process. We'll also use references to confirm that you meet the criteria for this role.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Degree level education	Application form
2. Diploma in social work/CQSW	Application form
3. Evidence of commitment to continuing professional development	Application form
4. HCPC Registered	Application form
5. Safeguarding Board training	Application form
Experience	
6. Substantial managerial experience at a tier three managerial level three in a relevant social work setting. (e.g. Operational manager/Area Manager).	Application form
7. Substantial experience of delivering complex statutory social work at an operational level.	Application form
8. Experience of being a strategic thinker, leading change and progressing organisational objectives.	Application form
9. Experience of delivering performance improvements within a performance management framework.	Application form
10. Experience of statutory inspections and frameworks e.g. OFSTED, CQC.	Application form
11. Experience of managing complex budgets within an effective, efficient and economic approach.	Application form
12. Experience of working within a commissioning framework regarding service planning and sufficiency.	Application form
13. Experience of the effective analysis of performance data to improve outcomes.	Application form
14. Experience of working with a wide number of partner agencies to deliver improved outcomes.	Application form
15. Experience of managing complex complaints.	Application form
16. Experience of service user participation and working with service users/partners.	Application form
Knowledge, skills and abilities	
17. Comprehensive knowledge of all relevant statutory legislation, policy, procedures and developments in the relevant field of social work.	Interview Assessment



18. Knowledge and understanding of the work of Local authorities.	Interview Assessment
19. Knowledge of current issues that face communities.	Interview Assessment
20. Knowledge of the contribution/initiatives of other agencies and partners in multi professional working.	Interview Assessment
21. Knowledge of the key issues which impact upon the outcomes for vulnerable adults, looked after children or those on the edge of care.	Interview Assessment
22. Knowledge of the commissioning cycle and the processes within it.	Interview Assessment
23. Clear evidence of an understanding of diversity and equality issues.	Interview Assessment
24. Knowledge of Children and Adults protection procedures.	Interview Assessment
25. Knowledge of Early help and prevention.	Interview Assessment
26. Knowledge of Child Sexual exploitation and child sexual abuse. (People-Children)	Interview Assessment
27. Knowledge of the impact of domestic violence, substance misuse, and mental health on a family's ability to provide appropriate care for children or vulnerable adults.	Interview Assessment
28. Knowledge or understanding of the performance management of staff through the Local authority performance management processes.	Interview Assessment
29. Knowledge or understanding of budget management.	Interview Assessment
30. Knowledge /or understanding of the importance of effective managerial decision making using factual evidence, research and analysis in regard to the plans for vulnerable adults or children and young people.	Interview Assessment
31. Knowledge of the use of data to inform both practice and future service developments.	Interview Assessment
32. Knowledge of different operational models for the delivery of adults and/or children's statutory services.	Interview Assessment
33. Knowledge of project management.	Interview Assessment
34. A skilled and versatile leader capable of driving change forward who is able to inspire, develop and motivate the service delivery areas.	Interview Assessment
35. High level of written and oral communication skills.	Interview Assessment
36. Strong communication, influencing, negotiating and presentation skills.	Interview Assessment
37. Robust under pressure with ability to make sound judgements in a high risk and complex environment.	Interview Assessment
38. Commitment to meaningful neighbourhood and locality working.	Interview Assessment
39. Ability to appraise and identify opportunities for improvement in both people and service.	Interview Assessment
40. Strong Team player at a senior level.	Interview Assessment
41. People management skills.	Interview Assessment
42. Management of change skills.	Interview Assessment
43. Ability to take initiative.	Interview Assessment
44. Budget management skills.	Interview Assessment



45. Time management skills.	Interview Assessment
46. Ability to deal with complaints sensitively and effectively.	Interview Assessment
47. IT skills.	Interview Assessment
48. Service development and project management skills.	Interview Assessment
49. Strong commitment to learning and development.	Interview Assessment
Our values	
50. Respect	Interview Assessment
51. Together	Interview Assessment
52. Accountability	Interview Assessment
53. Openness	Interview Assessment
54. Curiosity	Interview Assessment
Other	
55. Ability to fulfil the travel requirements of the post.	Application form
56. Ability to work flexibly according to the demands of the post.	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
57. Project management qualification, or equivalent experience	Application form
58. Management qualification	Application form
Experience	
59. Experience of working within a political context and working directly with elected members.	Application form
60. Experience of delivering innovative approaches to service delivery.	Application form
Knowledge, skills and abilities	
61. Knowledge of IT systems and their application in a large organisation	Interview Assessment

Approval

Manager's job title:
Date: March 2025



Dorset
Council

