**Fostering Recruitment Hub Service Manager – Job Description**

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| **Job Title**  | Service Manager – XXXXXX Regional Fostering Recruitment Support Hub  |
| **Department** | Children’s Services |
| 1. **PURPOSE OF THE JOB**
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| **The regional fostering and recruitment Service Manager** will lead XXXXXX regional fostering recruitment support hub. The fostering recruitment hub is part of a DfE funded fostering recruitment and retention programme, which includes: * Implementing a foster recruitment support hub
* A foster carer recruitment communications campaign
* A foster carer retention programme.

The Service Manager will be responsible for supporting the implementation of the hub once in post and, from XXX when the hub will be launched, providing day-to-day management and oversight of the hub, supporting the staff team to respond to and support prospective foster carers as they foster in XXXXXX. The aims of the regional fostering recruitment hub are: * To improve the journey from enquiry to application and approval.
* To boost the number of quality enquiries and build evidence of effective marketing strategies.
* Establish a pan-local authority approach to fostering recruitment.
* Provide a central 'landing page' for the communications campaign, ensuring a good user journey through the system. ​

There will be a regional focus to the communications, building on what we know works in foster care recruitment. Adverts will direct prospective foster carers to the recruitment support hub.  |
| 1. **MAIN AREAS OF RESPONSIBILITY**
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| The Service Manager will lead operational management and delivery of the regional recruitment support hub in XXXXXX, alongside the wider recruitment support hub team. They will also support implementation of the hub once in post and manage effective handover from the project manager who will lead the implementation and design of the hub. The key areas of responsibility will be:* To ensure compliance with the National Minimum Standards and Fostering Regulations.
* Contribute to the strategic development and delivery of the fostering services within the regional recruitment support hub.
* Work collaboratively with other local authorities and key stakeholders to enable the successful operation of the regional recruitment support hub.
* To monitor and review the performance of the regional recruitment support hub with the wider hub team.
* To contribute to policy develop and plans, informed by performance of the recruitment support hub.
* To provide leadership to employees in the recruitment support hub which will ensure delivery of high quality, effective services to prospective foster carers.
* Demonstrate leadership qualities and inspire teams to work across the region as services as transformed.
* To ensure all performance reporting is timely and accurate.
* To be accountable for the service delivery outcomes in the designated area of work.
* To work with local authorities to ensure they continue to fulfil their statutory, regulatory and national minimum standards requirements.
* To develop good working relationships with partner agencies and local authorities to support joint working and sharing of services and best practice.
* To ensure that the engagement of children and families is evaluated and used to improve practice.
* To investigate and respond to complaints from service users/relatives/carers and other agencies.
* To ensure that Government guidance and legislation are interpreted appropriately and are adhered to in a consistent manner and practice.
* Ensure staff are effectively trained on management of information, handling of queries and expectations as part of the regional recruitment hub.

Statutory requirements:* Comply with the principles of the Data Protection Act 1998 in relation to the management of prospective foster carers records and information and respect the privacy of personal information.
* Comply with the principles and requirements of the Freedom of Information Act 2000.
* Comply with Lead LA information security standards, and requirements for the management and handling of information.
* Use information for authorised purposes only.
* The post holder must carry out his or her duties with full regard to Equal Opportunity Policy, Code of Conduct and all other policies.
* The post holder must comply with Health and Safety rules and regulations and with Health and Safety legislation.
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| 1. **KNOWLEDGE, SKILLS & ABILITIES**

 *include specific ESSENTIAL qualifications needed.* |
| Experience:* Demonstrate established experience of managing an operational service, such as an LA fostering service.
* A successful track record of working alongside senior managers, stakeholders and partner organisations, delivering services.
* Experience of leading a team in successful service delivery and motivating a team to deliver high quality, consistent services.
* Experience of identifying, mitigating and managing risks and effectively reporting these through governance structures.
* Working within a local government/children’s environment.
* Social work qualified.

Knowledge:* An ability to demonstrate knowledge and understanding of delivering an operational service.
* Effective understanding of the fostering landscape.

Personal Skills and Attributes * Actively promotes the Council’s values and shows an ability to manage and lead a small team.
* An ability to engage employees in order to deliver effective services.
* Excellent customer service focus, committed to providing a kindly and supportive service.
* A proven ability to monitor performance and identify areas for improvement.
* Good negotiation and influencing skills, based on personal credibility as well as managerial authority.
* An ability to engage with all partners and employees effectively, providing challenge and support where needed.

Qualifications:* Social work qualified
* Degree level or equivalent workplace experience

Other:* Out of hours working
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