

JOB DESCRIPTION FORM

Job Title: **Head of Service - Admissions, Attendance and Transport**

Job Holder:

**Reports to:
(Name & Title)** Service Director Education Services

1. Job Purpose:

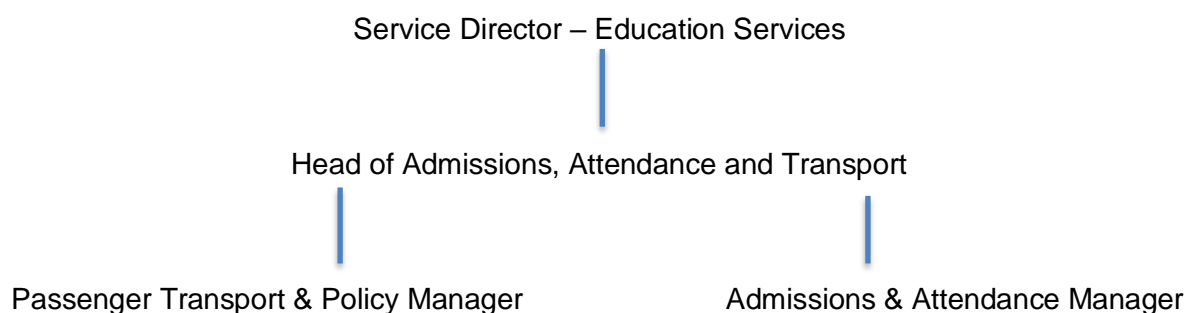
Acting as operational lead for the delivery of Council services that includes, but is not limited to:

Ensuring that both the Councils meet their statutory duties with regard to:

- School Admissions and Attendance
- Elective Home Education
- Children Missing Education
- Home to school transport, including SEND and children's social care

Takes collective and shared responsibility for the effective leadership and management of the Council's services and delivery of improved outcomes and the achievement of value for money.

2. Organisation:



3. Leadership and collaboration:

Demonstrates compassionate and inclusive leadership through the line management of services for whom the post is accountable and provides strong and motivational leadership to drive continuous improvement, efficiency savings and higher levels of satisfaction for residents.

Actively understand the challenges faced by colleagues across the organisation to be able to support the delivery of corporate objectives.

Actively promote and role model the council's priorities and ways of working, values and behaviours to ensure they are delivered throughout the service.

Develop and implement effective communication and engagement arrangements with all stakeholders to facilitate effective relationships that drive improvements in service delivery.

4. Governance:

Understand and uphold the Constitution, Scheme of Financial Delegation and Contract Procedure Rules of the Council and ensure that they are followed throughout the directorate.

Support the democratic process, providing advice to elected members on the appropriate response to local and regional matters as well as the internal business of the Council.

Champion effective management of risk and the active response to audit findings in relation to service delivery. Be jointly accountable with others in the Directorate for the local risk register and any aspects of the corporate risk register and corporate risk framework of the Council relevant to services areas that the postholder is accountable for.

Ensure that teams under the postholders sphere of influence fulfil their duties in relation to standards, complaints and scrutiny, maintaining an open culture of transparency, accountability and ownership, taking responsibility for mistakes, putting them right and learning lessons for future improvement.

Promote, preserve and protect the health, safety and wellbeing of councillors, employees, service users, contractors and partners in the provision of Council services, ensuring that the provisions of all relevant legislation are achieved, such as the Health and Safety at Work Act 1974.

5. Innovation:

Champion innovation by being open minded to new and radical ways to deliver services, actively seeking out good practice from others to learn from to develop our own service design and delivery.

Promote a culture of continuous improvement by encouraging colleagues to share ideas, take appropriate risks, and recognising innovation.

Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability and continuous improvement.

6 Equality, Diversity and Inclusion:

Promote an organisational culture that is positive, safe, respectful and compassionate, as well as open to change and feedback enabling everyone to feel empowered and valued.

Act, at all times, in ways that create an inclusive environment where people can thrive and be empowered to do their best. Role model good behaviour and practice and proactively seek ways to ensure staff feel valued and develop a sense of belonging.

Demonstrate awareness of the diverse needs of our residents to inform the decisions made about the services we deliver and ensuring a robust approach to equality impact assessments and their application to employment, service delivery and policy development.

7. Finance:

The post holder is directly responsible for a gross budget for this directorate of £8.5m

The post holder will:

- continually review and reshape service delivery to achieve financial efficiencies and maximise opportunities for income generation, whilst maintaining the highest standards of service delivery
- ensure the effective management and deployment of all appropriate budgets in line with agreed financial processes, envelopes and savings, including contract budgets for people services and pooled budgets where appropriate.

8 Staff:

The postholder will be responsible for a workforce of approximately c.45 inc voluntary drivers

9. Principle areas of accountability:

- 1) To oversee the implementation and administration of the Councils' School Admission process to ensure that every child living in Peterborough whose parents wish for them to be educated at a maintained or Academy school is provided with a school place. This includes keeping the Peterborough policies up to date to comply with statutory guidance and the law including the Admissions Code. It also includes producing the Annual Report for Admissions, a statutory requirement.
- 2) Strategic lead for the Council's statutory school attendance function, elective home education and children missing education. Ensure that all policies are up to date with latest national guidance and best practice.
- 3) Ensure the Council fulfils its statutory responsibilities with regard to Attendance, Elective Home Education and Children Missing Education, including keeping children safe, using established national and local procedures and best practice.
- 4) Ensure that the Council has an effective home to school transport policy that is up to date with the latest national guidance and best practice.
- 5) To provide strategic leadership for the passenger transport team to ensure that the Council meet their statutory duties with regard to provision of transport for those who are entitled under legislation to receive transport assistance in order to access education and social care provision and for those for whom transport assistance is discretionary under the respective Council's policy.
- 6) Providing operational leadership for the Admissions and Attendance Manager and the Passenger Transport Strategy and Policy Manager.
- 7) Ensure that there are effective ICT systems in place to provide high quality services, including case management, performance reporting for service management and national returns.
- 8) To represent the Council at national and regional network and best practice meetings, bringing in approaches that improve PCC policies and service delivery.

10. Areas of responsibility:

The post holder will be responsible for the following service areas:

Statutory Responsibilities:

- Admissions
- Attendance
- Children Missing Education
- Elective Home Education
- Home to School Transport including SEND and Children's Social Care

11. Key relationships:

Manager Service Director Education

- 1:1 meeting monthly with direct reports
- Directorate Management Team meetings
- Annual performance conversation and mid-year review.
- Regular e-mail, telephone and personal contact and ad hoc meetings as required.

Direct reports

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- Regular e-mail, telephone, personal contact and ad hoc meetings as required.

Other contacts

- All schools and settings in Peterborough, out of city schools
- Councillors and MPs
- National government bodies and representatives such as the DfE
- Regional networks

12. Decision Making Authority:

- Provide leadership and direction to staff, by communicating the vision, objectives and values of the Council and Children's Services
- This role will contribute to all strategic decisions relating to its specialist portfolio. The role will also be responsible for all operational decisions relating to the business and specialist area. The post-holder will exercise judgement to decide which matters to keep the Executive Director and Service Director informed of on a need-to-know basis, the Executive Director only taking those decisions which

must be reserved to him/her in accordance with statutory guidance. The role will deputise for the Service Director – in areas of responsibility and as requested.

- The post-holder will inform and/or consult Service Directors and the Executive Director about all politically and media sensitive and complex matters relating to the business of the service.
- The post-holder will take lead responsibility for the development of the business and financial plan for their service responsibilities. Ensure that lines of accountability for the service are clear and well understood, including to those outside of the Directorate.
- The post-holder will take responsibility for financial decisions within the overall budget of the service and corporate standing orders and financial regulations.
- The post-holder will make recommendations to Service Directors and the Executive Director in relation to strategic policy and planning of their services, identifying priorities and developing plans in response to those priorities.
- The post-holder will contribute to the strategic development of the department.
- Manage the cross-organisational aspect of the post effectively, actively developing the service to exploit opportunities to improve service quality, capacity, efficiency and innovation through greater shared and integrated work across PCC. Assess and manage the implications of any such changes through the Service Director.

13. Person Specification:

Experience:

Significant and successful experience of:

- Working at a senior level within a large and complex organisation with comparable scope, responsibilities, budget, and resources.
- Providing balanced strategic advice and guidance in a political setting.
- Leading the delivery of public services with competing priorities and demands often outside of the Council's direct control.
- Leading transformational change and creating innovative service models, particularly in response to the demands of an organisation that is undergoing a radical transformation and modernisation.
- Delivering complex projects on time and within budget and outcomes.
- Leading and contributing to strategic decision making, resource allocation and to policy formulation and delivery, adopting a problem-solving culture.
- Delivering creative and innovative solutions to improve the use of resources and achieve value for money across an organisation.
- Establishing a strong performance culture including effective performance measures, evaluation of service quality and the improvement of service delivery to achieve the Council's objectives
- Leading, managing and developing employees to sustain high levels of service delivery, recognising and developing talent.
- Developing and nurturing positive and constructive working relationships with a wide range of customers, stakeholders and partners, maintaining a positive personal and organisational profile.

Role Specific:

Skills and Knowledge:

Ability to demonstrate:

- A comprehensive understanding of the current issues and challenges facing local government as well as the statutory framework governing the sector.
- Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment.
- Business acumen and an entrepreneurial mindset to lead the strategic delivery of services and maintain a focus on obtaining best value for money at all times balanced, against the difficult and sensitive challenges faced.
- Ability to lead, develop and sustain effective team, partnership and multi-agency working through strong effective advocacy, influencing and negotiating skills.
- Skills to provide creative solutions to complex problems together with high level analytical, presentational and communication skills.
- Ability to establish and sustain positive relationships that generate confidence, ability and trust.
- Highly developed influencing and negotiation skills to operate at a strategic professional and political level, locally and nationally.
- Understanding of the barriers to organisational and cultural change and the commitment to being a catalyst for change.
- Demonstrable up-to-date knowledge and understanding of the legislative framework governing education and the provision of admissions, attendance and home to school transport (Particularly, knowledge of the Education Act 2011 and the Childcare Act 2006, statutory guidance on admissions, attendance and transport.)
- Knowledge and understanding of current developments and best practice in admissions, attendance, home to school transport, gained through looking beyond a single organisation and into the wider system.
- Knowledge of children missing education, and elective home education responsibilities and best practice

Role Specific:

Personal Effectiveness

Ability to demonstrate:

- A clear and strong personal commitment to equality, diversity and inclusion and a track record of developing inclusive services and leading by example.
- Evidence of leading people and services to recognise, respect and value individual needs to achieve a culture of inclusivity.
- Evidence of operating effectively and openly within the democratic process with the political acumen and skills to develop productive working relationships with Councillors that command respect, trust and confidence.
- Personal and professional credibility which commands the confidence of elected members, senior managers, staff, external partners and external stakeholders.

- Leadership by example with a style that empowers others and is open to question and challenge as well as a commitment to continuous self-improvement.
- A commitment to and evidence of successful strategies in managing personal resilience and wellbeing at a leadership level and promoting positive leadership practice, role modelling these behaviours for others.
- Evidence of planning for the future delivery of services, including effective workforce planning for future challenges.

Role Specific:

Qualifications

- A relevant graduate Level qualification or equivalent and/or relevant compensating experience at a senior leadership level.
- Evidence of continuous professional and leadership skill development.

14. Additional Information:

Political Restriction Yes, as per requirements for Heads of Service in Children's Services

Context to Role: