

Job Family Level:	10	Grade:	TL10
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Care & Learning Job Family

Job Family Summary: The Care & Learning Job Family works and promotes improvement in the health and wellbeing of children and adults keeping them safe from harm and protected. To develop active and responsible citizens along with caring and confident communities and to develop the range and quality of learning experiences for everyone to raise standards of performance and achievement.

Role Summary: A typical role may manage and develop specific areas to deliver and develop frontline services. Knowledge and experience to resolve complex issues, proactively anticipate problems and recommend solutions and long term development of the service. Provide, manage and/or co-ordinate and contribute to developing good practice and service development ensuring Council and National guidelines are met. A genuine interest in the health and wellbeing of children, adults and communities is essential.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Knowledge and ability to manage, support and deliver a frontline service or specialist projects to ensure standards and quality of services are met • Knowledge of a range of public, independent and voluntary sectors and the social contexts of these fields, to ensure service users are supported and share knowledge and best practice • Interpersonal skills to build and maintain relationships with a wide range of partners and communities to ensure personalised and customer focused service delivery in line with National Outcomes • Communication skills to advise and inform a range of audiences of outcomes and produce a variety of reports, presentations and statistical information • Analytical skills and understanding to assess and analyse complex information, problems/situations and manage the quality and delivery of service delivery • Planning and organisational skills to lead activities of others, considering the implications now and in the longer term, to support work area objectives • Ability to assess, create and implement appropriate interventions for the wellbeing and/or learning needs for client/service users 	<ul style="list-style-type: none"> • Committed to delivering high quality services in accordance with PKC Customer Service Standards • Demonstrate confidentiality and integrity of all Council information • Committed to treating colleagues and customers with dignity and respect in line with the Employee Code of Conduct and SSSC Codes of Conduct • Committed to promote and role model the Council's values on equality and diversity • Demonstrate a commitment to learning, improvement and innovation by proactively seeking out opportunities for personal development • Demonstrate a flexible approach to change; challenge the status quo to bring about change and embrace new ways of working • Demonstrate initiative taking responsibility for decisions to achieve results • Lead by example in demonstrating expected behaviours; inspiring colleagues to follow your example • Demonstrate enthusiasm with a desire to make a difference, empowering and supporting your team to initiate improvements to services valuing everyone's contribution inspiring confidence in others • Committed to creating a safe working environment by taking reasonable

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Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Ability to identify, manage and mitigate potential risks to self and others, by applying and/or updating appropriate ways of working • Ability to observe, record, monitor, share and report on client /service users changing needs, ensuring information is up to date • Knowledge and ability to review and manage the development and/or management of information, processes or systems • Knowledge and understanding in the use and care of specialist equipment • Ability to manage procurement and tendering processes and procedures to assist service delivery and efficient use of resources • Digital Leadership skills to deliver efficient services, with working knowledge of operating systems, performance, data analysis and data protection • Knowledge and understanding of financial/auditing activities to contribute to budget setting and monitoring and / or indirect influence on commissioning budgets and long term planning requirements • Management skills for the direction, co-ordination, training and development of staff , including monitoring performance • Ability to comply and implement health & safety policy and health and safety management arrangements within their area of responsibility • Ability to comply and implement the Council’s civil contingencies policy and develop emergency plans within their area of responsibility 	<p>care of themselves and anyone who may be affected by their actions</p> <ul style="list-style-type: none"> • Committed to promoting health and wellbeing to build employee resilience • Committed to a coaching style approach to help others to find their own solutions • Committed to co-designing processes with a clear focus on the customer experience enhancing the lives of our communities • Proactively addresses climate change in their activities and encourages others to do the same