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| Job Family Level: | 11 | Grade: | TL11 |
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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. Typically planning, organising and managing specific areas, to co-ordinate activity across different functions. Working strategically towards meeting council objectives to deliver key strategic priorities. Working in partnership with a range of local and national partnerships. Provide specialist advice and guidance in relation to National guidelines and quality improvement. Manage and motivate employees to maintain a highly competent, creative and participative culture through effective leadership resulting in high quality support for clients / service users. A genuine interest in the health and wellbeing of children, adults and communities is essential.

| Knowledge & Skills | Behaviours |
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| <ul style="list-style-type: none"> • Knowledge and expertise to shape strategic direction of own area of activity to ensure effectively delivery of services • 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 with line National Outcomes • Communication skills to explain wide ranging complex and contentious information with a range of audiences exercising negotiating and persuading skills • Analytical skills and understanding to assess and analyse complex information, problems/situations and develop strategies or plans • Planning and organisational skills to lead others, considering the implications now in the longer term, to support work area objectives and National Outcomes • Ability to assess, create, oversee 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 |

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| Knowledge & Skills | Behaviours |
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| <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 • Knowledge and ability to review and manage the development and/or management of information, processes or systems • Ability to lead 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 to be accountable for financial management including contributing to budget setting, compiling and estimating 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 work • Ability to comply and implement the Council's civil contingencies policy and develop emergency plans within their area of responsibility | <ul style="list-style-type: none"> • Committed to creating a safe working environment by taking reasonable care of themselves and anyone who may be affected by their actions • 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 |