

<b>Role Title</b>	<b>Governor Services Manager</b>
<b>Job Family</b>	<b>Families</b>
<b>Competency Level</b>	<b>Senior Manager</b>
<b>Pay Scale</b>	<b>PO8</b>
<b>Purpose</b>	
<p>To lead, plan, develop and deliver an expert professional service within the relevant service area. To lead and support the development, management and delivery of Council services and education effectiveness. Manage staff responsible for service delivery / support within the service area. To ensure the Council maximises service outcomes in relation to cost.</p> <p>To lead and manage a team of Governance Support Officers and Clerks to Governing Boards.</p>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
<p>Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.</p>	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>External inspections are managed effectively.</p> <p>Service delivers excellent customer service.</p>
<p>Manage responses to complex professional or politically sensitive issues within the area of responsibility.</p> <p>Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</p>	<p>Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.</p> <p>Major issues are managed through to a satisfactory conclusion.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p> <p>Customer outcomes are clearly understood and specified.</p> <p>Services / goods are delivered on time, to budget and standards agreed.</p> <p>Opportunities to improve delivery / capacity of</p>

	<p>provision are proactively identified and actioned.</p> <p>Suppliers and supply chains are resilient and adaptable to meet changing needs.</p> <p>Expected operational efficiencies are realised.</p>
<p>Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.</p>	<p>Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are developed and delivered effectively.</p> <p>Changes are identified, planned, designed, developed, tested, approved and implemented.</p> <p>Governance frameworks have clear accountabilities and effectiveness is measurable.</p>
<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p>
<p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</p>	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Annual budget is planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
<p>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.</p>	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Appropriate safeguarding training is provided.</p>

<p>Implement a risk management programme and advise on issues affecting Council service areas.</p>	<p>Business threatening situations are recognised, planned for and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p> <p>Continuous service is provided.</p>
<p>Ensure the successful implementation of health and safety legislation, policies and practices.</p>	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
<p><b>Job Specific Accountabilities:</b></p>	
<p>Support the Families Directorate in the improvement and deployment of school improvement initiatives.</p>	<p>Increased capacity to effectively deliver school improvement initiatives and a strong governance field.</p>
<p>Provide operational, strategic leadership and delivery of the traded Governor Services team ensuring that governance strategies are aligned effectively with local and national policy.</p>	<p>Lead the delivery of an integrated package of services to School Governing Boards providing strategic advice and guidance, best practice and clerking services.</p> <p>Lead, manage and develop the Governor Services team, including the wider pool of casual clerks to school governing bodies.</p> <p>Ensure Governor Services is effectively managed being accountable to the Head of WF Traded Services.</p> <p>Ensure that governing bodies adhere to their statutory and good practice requirements.</p> <p>Ensure a high level of customer service is provided to all stakeholders of the service.</p> <p>Ensure that all statutory regulations requirements are met in accordance with the law.</p>
<p>Lead on ensuring the statutory compliance of governors and governing bodies.</p> <p>Lead the delivery of governance-based solutions to schools where governance or the school overall is deemed to be failing pupils or causing concern.</p>	<p>Headteacher's and council officers are informed of statutory requirements and Ofsted Guidance. To act as the lead professional officer in providing guidance and advice on a range of contentious matters that require an innovative and sensitive approach to solutions in addressing local governance concerns.</p> <p>All maintained schools governing bodies are properly constituted, and formal interventions are executed appropriately.</p> <p>Effective provision of advice and support on amalgamations, federation, Interim Executive Board's (IEB's) and academisation.</p>
<p>Promote and support governor recruitment based on skills and key attributes for all schools.</p>	<p>Ensure that Governing Bodies are able to effectively fulfil their strategic leadership role in school improvement, meet their statutory responsibilities, and challenge and support school to improve.</p> <p>Production of policy documentation for the nomination of local authority governors as determined in statutory regulations, providing statistical report on the impact of policy changes.</p> <p>Provision of advice and support to members and Divisional Directors on the recruitment and nomination of LA governors.</p>
<p>Work with the School Effectiveness Service to</p>	<p>To work collectively to raise standards and improve the</p>

tackle leadership and management issues within schools causing concern.	<p>outcomes for all pupils.</p> <p>Representing governance at the councils' School Improvement Group.</p> <p>Working collectively to develop effective tools to measure effective governance.</p> <p>Brokering external support for external reviews of governance, inexperienced Chairs of governors.</p> <p>Development of effective self-evaluation tools and processes for Governing Bodies.</p>
Manage the Governor Development budget to ensure maximum value for money and improvement in governance across the borough; meeting income targets through subscriptions and payments for courses.	<p>Ensure that the service continues to be financially viable.</p> <p>Manage, commission and implement the provision of high quality, accurate support and advice to governors, clerks and Headteachers on school governance, statutory legislation and related issues.</p>
Represent Waltham Forest at Regional Governance meetings.	<p>Promotion of cross-borough working and partnership on support and advice for governing bodies.</p>
Ensure effective quality assurance mechanisms and systems are in place.	<p>Policies, procedures and controls ensure that the service is compliant with all relevant legislation, regulations, standards and best practice.</p> <p>Quality assurance of the effectiveness of Governing Bodies and clerking is embedded and acted on promptly.</p>
To keep up to date with legislation, policy and changing requirements.	<p>Provide advice and guidance to the Assistant Director, Schools on statutory regulations, procedures and legislation.</p>

### **Nature of Contacts**

Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.

Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.

### **Procedural Context**

Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.

Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.

Occasionally the post will be expected to work from other locations

### **Key Facts and Figures**

Enable others to understand changes and developments in relevant area and learn new processes / procedures.

Responsible for ensuring contractors / providers deliver to agreed standards.

May manage project teams of both internal staff and external contractors / consultants

## Resourcing

Staff Management: Direct line management of team of 6 FTE and up to 30 Clerks to Governors

Budgetary responsibilities: traded budget income of c£300,000.

## Knowledge, Skills and Experience

- Sound knowledge and understanding of statutory governance regulations and procedures for maintained and academy school settings.
- Ability to understand and advise on statutory requirements and policies relating to school governance.
- Deep understanding of and experience in working with the defined regulations, including the issues affecting service users, legislative and policy drivers, good practice and innovation
- Relevant experience within a large organisation delivering similar services, with evidence of specialist knowledge and work responsibilities appropriate to the role
- Ability to communicate effectively using a wide variety of media and methodologies, including written, oral and visual means of communication
- Ability to deliver training to governors and Headteacher's.
- Excellent leader and manager of people, with the ability to mobilise resources effectively and motivate others to deliver on objectives
- Ability to develop and maintain effective contacts with other officer and effective relationships with external clients/customers.
- Ability to be creative and innovative in a diverse area where potential solutions are not limited by defined policy. Ability to effectively work under pressure against competing demands and prioritise.
- Ability to manage projects, determine and plan project resources and activities to coordinate the work of a team to implement the project.
- Ability to establish, agree and review realistic objectives for self and others which contribute to service performance.
- Experience of developing effective partnerships with statutory agencies and educational organisations.
- Demonstrable track record of working in conjunction with members and or senior manager and partners and services users in order to achieve service improvement.
- Experience of being accountable for the managing performance of people and management systems.
- Experience of positively contributing towards an organisation's practice and outcomes.
- Ability to deliver presentations and contribute to seminars or training events.
- Knowledge of education and legislation and regulations
- Knowledge of statutory framework for child protection and safeguarding.
- Ability to demonstrate a commitment to valuing diversity and promoting equality.
- Ability to manage, motivate and develop staff to achieve organisation priorities.
- Ability to work both corporately and with partners to seek new and better ways of doing things.

## Indicative Qualifications

Educated to degree standard or equivalent

Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.