

# Service Manager

## Applicant Recruitment Pack

Sefton is a really great place to  
live and work



# Welcome

Hi,

We would like to thank you for your interest in the Service Manager role within Sefton Council's Adult Social Care Department, in my capacity as Executive Director for Sefton ASC.

This is an exciting opportunity to be part of the Sefton Adult Social Care team. We recently were awarded "Good" in our CQC inspection with a mark of 70% and our workplace culture was identified as a positive feature in the CQC Assessment Report. As a service though we are striving for "Outstanding" and this role will play a key part in achieving this goal.

As a person, if you're someone who enjoys helping others, takes pride in delivering high-quality support, and brings energy, adaptability, and a genuine passion for making a difference, we'd be delighted to hear from you.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

If, when you've finishing reading this pack, you like what you see, and Sefton's Vision and Values align to yours then we can't wait to hear from you.

Best of luck!

Sarah Alldis  
Executive Director, Sefton Adult Social Care



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## About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



## Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

## Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the

Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle,



and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar,

Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at [www.sefton.gov.uk](http://www.sefton.gov.uk)

## An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

## Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression, strong employee voice, and a commitment to staff

wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

### What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:

- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

### Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

### Learning, Development and Career Progression

- A comprehensive induction programme.



- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

### Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

### Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

### Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

### Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).



## About the Role

Within the Adult Social Care we have an exciting opportunity for a **Service Manager – Learning Disabilities and Transitions**. This role is part of the senior management structure and will ensure robust leadership is in place.

Sefton has a strong track record of partnership working and place leadership, and for having a motivated and dedicated workforce that is resilient and adaptable, it puts the Council in the best possible place to meet the challenges and opportunities ahead.

### A new opportunity

Having operational responsibility for several key services including Learning Disabilities and Autism Social Work Team and Moving Forward to Adulthood Team, you will manage and lead the effective delivery of all statutory duties ensuring services are safe, responsive, timely and outcome focused for the benefit of our residents and carers.

You will be part of embedding neighbourhood working and will build on relationships in place with system partners, including exploration of how your service area achieves integrated ways of working.

You will ensure the implementation of quality frameworks and robust risk management is in place, ensuring adherence to the national assurance framework for Adult Social Care.

A successful track record of delivering outcomes through leading, motivating, managing and empowering teams is required, as is leadership and management experience within Health and Social Care in Local Government or a large complex organisation.

You will have a professional qualification in Social Care or Health and current registration.

## Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

### 1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

### 2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.



### 3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

### 4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

### 5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

### 6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.
- Provide examples that demonstrate these effectively.

### 7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

### 8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

### 9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.



## Application and Selection Information

The closing date for this vacancy is **Sunday, 31 May 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are **Wednesday, 17 June 2026**.

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

**Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.**

## Appendix A – Job Description

1. The Service Manager for Learning Disability and Transitions will have operational responsibility for a number of key services including the Learning Disabilities and Autism team, as well as Transitions. They will ensure services and practice is safe, responsive, timely and well led.
2. The post holder will be responsible for ensuring the effective delivery of all statutory duties, providing personalised and outcome focused services to local residents and carers.

Must demonstrate the following leadership competencies.

1. Provide clear vision and direction.
2. Lead and manage change.
3. Plan strategically.
4. Lead people and performance.
5. Work corporately as well as collaboratively with partners.
6. Communicate effectively.
7. Focus on excellence.
8. Develop self and others.
9. Personal resilience.
10. Must demonstrate the following behaviours.



1. Provide support with a view to improving quality.
2. Provide appropriate and constructive challenge.
3. Create a culture that looks for understanding and solutions.
4. Visibly and positively respect and value staff.
5. Communicate a consistent and clear message throughout the Council and with partners.
6. Respect, listen to and value others' views.
7. Maintain a customer focus with a relentless pursuit of excellent outcomes.
8. Have collective integrity and responsibility.
9. Endeavour to improve outcomes for the communities of Sefton.

### **PRINCIPAL RESPONSIBILITIES**

1. To manage and lead all functions within the following areas:
  - Operational management across several complex service areas including Specialist Learning Disability Teams, Mental Health (Including Approved Mental Health Practitioner -AMHP's) and Transitions
  - To ensure the discharge of all related Statutory Duties – ensuring services are safe and responsive
  - To have responsibility for all aspects of performance, financial/ budgetary oversight, and workforce management within designated services
  - To ensure the implementation of quality frameworks and robust risk management, ensuring adherence to the national assurance framework for Adult Social Care
  - To ensure arrangements are in place to gather feedback from those with lived experience, ensuring improvements in practice and coproduction
  - To work with key partners to ensure all opportunities for integrated approaches are maximised
  - Lead on key areas of service transformation and working with system partners
  - Translating national policy into local development and delivery; ensuring best practice is implemented
  - To deliver against key work programmes and efficiency drivers
  - To ensure the appropriate use of resources in line with schemes of delegation
  - To ensure appropriate governance and risk management processes are in place, including oversight of all incidents, complaints, enquiries, and risk registers. This includes adopting a quality improvement approach
  - Work across the service to ensure delivery and support operation
  - To lead on key areas such as CHC and Joint funding.
  - To lead on transforming care



## **GENERAL RESPONSIBILITIES**

- To maintain personal and professional development to meet the changing demands of the job.
- , Ensure adherence to the Council's constitution, policies and procedures in respect of all activities and decisions within the service area

## **STRATEGIC SERVICE**

- To contribute to the development and implementation of strategies, policies, and initiatives, to support colleagues across the Council in the achievement of corporate priorities

## **MANAGING CHANGE**

- To instigate, and effectively lead change within your areas of responsibility, and develop flexible services and business models able to meet the changing needs of the Council and its communities.

## **PARTNERSHIPS & RELATIONSHIPS**

- To develop, broker and sustain effective working relationships and partnerships both within the Council, the Liverpool City Region Combined Authority, and with customers and stakeholders related to the service area, in order to represent and promote the Council's interests, and maximise the effectiveness of the service.
- To build and maintain effective relationships with and provide professional advice and support to the political and corporate leadership of the Council, and elected Members to support their community leadership role, including attendance at Cabinet meetings and Cabinet Member briefings, public meetings and consultation events, as appropriate.

## **QUALIFICATIONS AND EXPERIENCE**

See Person Specification.

### **GENERAL:**

The post holder will be expected to work flexibly, and the exact nature of the duties described above is subject to periodic review and is liable to change.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may



Be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

**Note:** Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

**Prepared by:** **Name** Sarah Alldis  
**Designation** Assistant Director Adult Social Care  
**Date** November 2024

## Appendix B –Person Specification

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<p><b><u>Qualifications</u></b></p> <ol style="list-style-type: none"> <li>1. Professional Qualification in Health or Social Care</li> <li>2. Current registration with relevant body (eg SW England, HCPC etc)</li> <li>3. Qualified Approved Mental Health Practitioner</li> <li>4. Appropriate Leadership/Business Qualification or equivalent experience/skills.</li> </ol>	<p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>AF/C/I</p> <p>AF/C/I</p> <p>AF/C/I</p> <p>AF/C/I</p>
<p><b><u>Experience (All appropriate to the level of the post)</u></b></p>		
<ol style="list-style-type: none"> <li>1. A proven track record or ability of leadership and management experience within Health and Social Care including Local Government or a large complex organisation.</li> </ol>	<p>E</p>	<p>AF/I</p>
<ol style="list-style-type: none"> <li>2. Comprehensive knowledge and understanding of local government, relevant statutory legislation and key policy directives across adult social care</li> </ol>	<p>E</p>	<p>AF/I</p>
<ol style="list-style-type: none"> <li>3. A proven track record or ability of working effectively and in co-operation and partnership with a wide range of communities, partner agencies, private sector providers, public agencies, voluntary bodies and statutory authorities.</li> </ol>	<p>E</p>	<p>AF/I</p>
<ol style="list-style-type: none"> <li>4. Evidence of successful financial and resource management, including project management, resolving conflicting priorities, applying rigorous monitoring and control procedures, procurement and establishing value for money.</li> </ol>	<p>E</p>	<p>AF/I</p>



5. A successful track record at an appropriate level in the leadership and management of change.	E	AF/I
6. A successful track record of delivering outcomes through leading, motivating, managing and empowering teams and across professional boundaries.	E	AF/I
7. A successful record of delivering personalised focused services that involve users and drive up standards and performance.	E	AF/I
8. A proven track record of setting operational performance priorities and seeing them through to successful delivery	E	AF/I



Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<b>Ability, Skills &amp; Knowledge</b>		
1. A good knowledge and significant understanding of local government and the existing and emerging legislative and policy framework around Health & Wellbeing Services, in particular Transforming Adult Social Care.	E	AF/I
2. Ability to analyse complex issues and adopt a creative approach to problem solving and service delivery in challenging circumstances and with competing priorities.	E	AF/I
3. Ability to adopt a strategic view and relate strategy to action and outcomes.	E	AF/I
4. Strong inter-personal and communication skills including the ability to persuade and influence partners and stakeholders.	E	AF/I
5. Ability to lead, manage and inspire a wide range of staff, partners and stakeholders; to be motivational and enable the delivery of high-quality services in a complex and demanding environment	E	AF/I
6. Good understanding of and the ability to work within local government and the legal, financial and political context of complex organisations.	E	AF/I
7. Ability to identify commercial opportunities in the delivery of services that will benefit the Council.	D	AF/I
8. Ability to work in partnership at all levels, including negotiating, communicating and joint working with internal/external organisations to achieve outcomes.	E	AF/I



9. Ability to operate effectively with a high volume and at times, highly sensitive workload.	E	AF/I
<b><u>Personal Style and Behaviour</u></b>		
1. Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of those accessing services	E	AF
2. The ability to respond to constructive challenge and not be discouraged. Motivated and enthusiastic.	E	AF
3. An inclusive team worker who fosters partnerships, works collaboratively across boundaries and achieves results through others. Demonstrates and promotes openness, trust and respect.	E	AF

<b>Personal Attributes Required</b>	<b>Essential (E) or Desirable (D)</b>	<b>Method of Assessment</b>
<b><u>Personal Style and Behaviour (cont)</u></b>		
4. Desire and ability to proceed by consultation and engagement.	E	AF
5. High degree of probity and integrity.	E	AF
6. Quality orientated and a commitment to continuous improvement.	E	AF
7. Act as a role model for others demonstrating a “can do” attitude and promoting positive challenge.	E	AF



8. Strong external awareness and vision, thinking beyond own area of expertise.	E	AF
<p><b><u>Other</u></b></p> <p>1. Evident commitment to personal continued Professional Development.</p>	E	AF/C

**Assessment Methods Key:**

AF – Application Form

C – Certificates

I – Interview

