Knowsley Council

Job description			
Job title	Service Manager, Post 16 & Adult Learning		
Grade	PMG2		
Directorate	Children and Young People		
Service/team	Education		
Accountable to	Head of Service - Education		
Responsible for	Family, Adult & Community Education service, Knowsley Advice and Guidance Service; Post 16 Liaison		
JE Reference	B1286	**Date Reviewed**	October 2026

Purpose of the Job

The Service Manager is responsible for managing employees, financial and physical resources in Family, Adult & Community Education Services and Knowsley Advice and Guidance Service; and the promotion of post 16 provision in the borough.

You will play a lead role in implementing relevant education strategy, monitoring performance management systems, delivering, developing, and improving services, identifying opportunities to maximise in the teams, and generating efficiencies.

You will take a lead role in ensuring the Council meets the vision articulated in the Learning and Skills strategy; working with partner agencies to support young people and adults into education, employment, and training.

You will be responsible for the following teams within the Education Service Area:

- Family, Adult & Community Education team
- Knowsley Advice & Guidance Service
- Post 16 Liaison

You will be required to provide direct line management to the respective team managers under scope and contributing and developing service and business plans for wholescale improvement.

You will work with the wider senior management team across

education and inclusion to contribute towards education improvement in Knowsley

Duties and Responsibilities

General duties and responsibilities

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

In addition to your principal duties, you will be expected to contribute more widely to the overall development of the Service and the Council. You may be required to be available to contribute to the Out of Hours Service.

All employees are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

All employees are expected to be committed to the Equality and Diversity policy and assist in removing the barriers to service delivery and employment to enhance a positive equality culture.

This post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore not entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

Performance Management

- Responsible for managing the performance of teams in scope through the
- Councils' personnel policies, including induction, supervision, appraisal, disciplinary and grievance and related procedures.
- Responsible for delivering, developing, and improving services, identifying savings and generating efficiencies.
- Responsible for identifying and making plans to meet the development needs of managers and their staff.
- Responsible for ensuring managers and staff monitor and evaluate their own practice against agreed quality standards in collaboration with users and carers

- Contribute to any departmental framework, structures, or procedures for performance management across the department.
- Identify any trends, gaps in services and service developments in collaboration with other service managers and the broader council.
- Undertake investigations and reviews of services as required. Plan changes in practice and service accordingly.
- Ensure service delivery and development plans are produced and implemented in collaboration with managers and staff, other divisions, and other agencies.

Financial Management

- Ensure services are provided within the financial resources available in accordance with the Councils' financial regulations/standing orders.
- Manage staff so that activity and financial information is recorded, reported, monitored and any necessary action taken.
- Work with finance officers to ensure spend is appropriately forecasted and managed.
- Liaise closely with Liverpool City Region and EFSA to ensure grants are appropriately forecasted, managed, and reported accurately to the appropriate bodies.

Physical Resource Management

- Ensure the physical resources used to provide services meet Health & Safety standards and requirements.
- Contribute to the management of the Departments' planned maintenance programme.
- Identify deficiencies and developments required in relation to physical resources and contribute to a Divisional/Departmental strategy to meet these.
- Service Development
- Keep up to date with national and local issues in practice and ensure these are filtered down to teams and the wider council.
- Foster effective working relationships with a range of internal and external partners, and other key stakeholders, and to engage and consult with relevant parties in relation to service development and transformational change initiatives
- Have an appreciation of different practices and cultures across education, inclusion, health, and social care organisations and have the ability to challenge constructively and appropriately in a range of settings
- Play a lead role in governance of the Learning and Skills strategy, co-ordinating planning/steering groups and ensuring there are tangible outcomes
- Ensure services are developed appropriately and meet the needs of the local community well.
- Promote planning and the involvement of others, including service users as a tool for developing services.

- Work with key stakeholders to agree joint priorities and objectives to ensure improved service user outcome, including matching the post 16 provision to local need and expanding opportunities for Knowsley learners of all abilities and ages.
- Take a lead role in self – evaluation of service quality and performance, including the completion of the self-assessment for OFSTED and City Region monitoring purposes.

Corporate Management

- Contribute to the corporate management of the Division, Department and Council, through meetings, committees, working parties, writing and presenting papers.
- Contribute to and/or produce briefings for Elected Members and Senior
- Managers on service-related issues, developments, and achievements.

- As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Better Together – Staff Qualities



Knowsley Council

Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.
- As a senior officer, you will be expected to support the Council's emergency preparedness, response, and recovery arrangements; this may include, but is not restricted to, participation in appropriate training and exercises, participation in our emergency duty officer rota, and attending Strategic and/or Tactical and/or Recovery Coordinating Groups with our multi-agency partners.