Knowsley Council

Job description			
Job title	Service Manager - Education		
Grade	PMG 2		
Directorate	Assistant Chief Executive		
Service/team	Education		
Accountable to	Head of Service		
Responsible for	Admissions Team, Attendance Team, Governor Support and Education Sufficiency		
JE Reference	B1256	**Date Reviewed**	October 2026

Purpose of the Job

Under the supervision and guidance of the Head of Service (HOS) the Service Manager will be responsible for physical and financial resources, leading and managing the delivery and quality of services to children and families.

You will play a lead role in monitoring performance management systems, delivering, developing and improving services, identifying savings and generating efficiencies.

You will be responsible for managing employees, financial and physical resources in Inclusion and for liaison with partners such as education and health providers. You will work closely with Commissioning teams to ensure services provided are closely matched to local area need and value for money is secured.

You will contribute to the development and implementation of policies and procedures and ensures the Council fulfils its obligations within their service area; including the Education Strategy, the SEND strategy and associated implementation plans, specifically on the system wide attendance strategy.

You will be responsible for teams identified by the relevant Head of Service and play a key role in developing a workforce that is equipped to deliver efficient, timely and high-quality services to children, young people, and their families.

You will maintain positive relationships with schools, Headteachers and governors attending governors meetings as required and will support schools with efficient and quality services.

You will have responsibility for quality assuring the standard of work, driving changes necessary to improving practice that meet the expected standards of their service area. Your work will inform reporting to senior managers, Elected members and other partners.

You will work collaboratively with key partners across health, education, social care and the voluntary sector to explore and establish creative ways of delivering high quality, responsive services and ensure services to children and families are at least good.

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

- Admissions Team
- Attendance Team,
- Elective Home Education Team
- Education/School sufficiency officer

Providing direct line management to the respective team managers under scope and contributing and developing business plans for wholescale improvement.

You will have regard for the Council's corporate structures and processes and be competent in reporting to corporate bodies, partnership boards and liaison with Elected Members for scrutiny purposes.

You will play a pivotal part in OFSTED inspections across education, health and care; contributing to the evaluation of services, the development of key action plans and implementation of agreed actions.

You will be a key member of the Senior Management group to ensure that the Council and Directorate's values, policies and procedures are operated successfully by managers and staff by providing leadership, management skills and experience. They will be required to encourage staff to continuously monitor and evaluate work and services against resources, the needs of children, families and career's and agreed standards.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

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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 your work. You are 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 lo 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.

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 any planning groups and ensure there are tangible outcomes

- Ensure services are developed appropriately and in accordance with the principles of plan, do, review.

- 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

Corporate Management

- Contribute to the corporate management of the Division, Department and Council, through meetings, committees, working parties, writing and presenting papers.

- Act as strategic lead for school attendance.

- Deputise in the absence of the Head of Service.

- 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.

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Knowsley Better Together – Staff Qualities



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.