

<b>Profile Title:</b>	Head of Service				
<b>Reports to:</b>	Service Director				
<b>Employee Management:</b>	Service Managers - as appropriate to the area of responsibility	<b>Grade:</b>	16	<b>Profile Ref:</b>	72830

### Purpose of the Post

To provide senior strategic and operational management across defined areas of the services, taking a lead role in the development and implementation of services and strategies which promote and safeguard the welfare of children and young people across the borough. This will be a key role in promoting the safeguarding children agenda with key senior and chief officers in child care agencies.

### Responsibilities

- To provide strategic leadership and management for a range of human, financial and physical resources within defined services and/or geographical areas. These resources form part of Local Authority led Services and are deployed locally within integrated or virtual working teams.
- To be accountable for professional advice, guidance and instruction to managers and practitioners across work units and localities, including Local Safeguarding partnership member agencies for both vulnerable children and adults.
- To develop effective strategic and operational relationships with partner agencies, including working across senior and middle management levels.
- To work as part of an integrated management team, providing effective cover in the planned and unplanned absence of the directors.
- Effectively represent the Service at a range of internal and external forums, relating to the development of systems, policy and practice across the integrated services commensurate with the seniority of the post.
- Lead the key areas of responsibility of the post, ensuring effective services are commissioned and delivered to community's most vulnerable, securing best outcomes while ensuring council services are value for money.
- To provide the leadership and management of the services and provide specialist leadership expertise relating to change management processes.
- To contribute to and promote the agenda for integration, innovation and excellence across Services ensuring coherence with relevant policies and strategies.
- Lead and manage the relevant service areas, providing a quality assurance service and supporting the formal governance structures and arrangements for the Local Safeguarding Partnership ensuring that statutory responsibilities are met for vulnerable children and adults living in the borough.
- To ensure the Q.A. team fulfil their role in preparation for service inspections. Including ongoing evidence files being up to date and the service is 'Inspection Ready'
- Contribute and manage the development of systems and processes to ensure effective performance management frameworks, systems and accountabilities across services and organisations, in keeping with the statutory responsibilities of safeguarding vulnerable children and adults.
- Be responsible for ongoing management and effective use of resources e.g. conference facilities
- Lead and develop multi agency panels and projects to identify and coordinate appropriate strategic and operational responses for vulnerable children and adults.

- Manage and be accountable for high level risk and decision making in relation to children in need of protection, at risk of significant harm, children on the edge of care and children in care. Operate effectively in the context of the legislative framework, local and national policy/guidance/procedures, in the management of risk and service provision.
- Facilitate Rapid Response Review meetings on behalf of the partnership as the need arises
- Oversee the statutory reports produced by the service to ensure standards are met at all times
- Have oversight on behalf of the partnership for Learning Lessons Reviews and ensure timescales are met and any recommendations fully implemented.
- As Principal social worker meet regularly with groups of social work staff and promote their learning and development needs, but also raise issues of concern with chief officers

<b>Education and Training</b>	Measure	Rank
• Educated to degree level or equivalent.	A/I/R	E
• Qualified and Registered social worker.	A/I/R	E
• Post qualifying award.	A/I/R	E
• Higher degree or post graduate leadership management qualification or equivalent.	A/I/R	E
• Willingness to undertake the Councils Leadership Programme	A/I	E
• Evidence of recent relevant professional development.	A/I/R	E
<b>Relevant Experience</b>	Measure	Rank
• Experience at service manager or equivalent level of operational management in a large agency or organisation relevant to the provision of social care services for children, young people, families and adults.	A/I/R	E
• Evidence of strategy, policy or operational service development, implementation and successful evaluation through the use of performance monitoring systems including target setting and performance appraisal.	A/I/R	E
• Experience in budget management and the ability to understand and manage complex budgets and other financial information and processes.	A/I/R	E
• Strategic, operational or managerial experience of planning or delivering high quality services in a multi-agency context.	A/I/R	E
• Experience of working in a commissioning and performance management environment.	A/I/R	E
• A demonstrable track record of leading, motivating and managing teams and/or programmes to achieve significant, sustainable service improvements and outstanding results.	A/I/R	E
• Experience of working within the statutory, regulatory and inspection regimes of the public sector.	A/I/R	E
• Sound experience of developing successful partnerships with a range of stakeholders, including service users in order to plan and deliver integrated services.	A/I/R	E
<b>General and Special Knowledge</b>	Measure	Rank
• Sound understanding of the legislative and policy framework around Safeguarding and Statutory Services as well as extensive professional knowledge of social work processes and interventions.	A/I/R	E
• Extensive knowledge and understanding of the political and social context in which Children's Safeguarding Services are delivered and partnership arrangements.	A/I/R	E
• Highly developed knowledge of and ability to provide effective professional supervision	A/I/R	E

<p>and guidance to managers and staff within relevant key skills frameworks.</p> <ul style="list-style-type: none"> <li>• Highly developed knowledge of and ability to manage high level risk and decision making.</li> <li>• Knowledge of performance management and service improvement methodology.</li> <li>• Sound knowledge of and ability to effectively manage workforce reforms across integrated services.</li> </ul>	A/I/R	E
	A/I/R	E
	A/I/R	E
<b>Skills and Abilities</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Strong interpersonal and communication skills including the ability to persuade and influence partners and stakeholders and resolve conflict.</li> </ul>	A/I/R	E
<ul style="list-style-type: none"> <li>• Ability to act as a positive role model across a wide range of staff, partners and stakeholders to motivate and to enable the delivery of high quality services in a complex and demanding partnership environment.</li> </ul>	A/I/R	E
<ul style="list-style-type: none"> <li>• Good judgement and an ability to anticipate and plan for future developments and options.</li> </ul>	A/I/R	E
<ul style="list-style-type: none"> <li>• Sound analytical skills and ability to use data and information intelligently.</li> </ul>	A/I/R	E
<ul style="list-style-type: none"> <li>• The skills, knowledge and experience to be flexible, enabling creativity and champion the pursuit of excellence in standards.</li> </ul>	A/I/R	E
<ul style="list-style-type: none"> <li>• Highly motivated and enthusiastic manager with a clear vision for the way in which the strategies and/or services can be improved.</li> </ul>	A/I/R	E
<ul style="list-style-type: none"> <li>• Highly developed assessment and case management skills.</li> </ul>	A/I/R	E
<b>Additional Requirements</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Be a member of the Out of Hours on Call Senior Management Rota.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Willing to undertake training and continuous professional development in connection with the post.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Work in accordance with the council's vision, priorities, values and behaviours.</li> </ul>	I	E
<ul style="list-style-type: none"> <li>• Able to undertake any travel in connection with the post.</li> </ul>	A/I	E