

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Senior Manager Specialist Services Quality Assurance		<b>Director/Service/Sector:</b> Children’s Services/Children’s Social Care		<b>Office Use</b>
<b>Grade:</b> Band 13		<b>Workplace:</b>		JE ref
<b>Responsible to:</b> Service Director/Head of Children’s Social Care		<b>Date:</b> December 2020	<b>Lead &amp; Man Induction:</b>	Z166
<b>Job Purpose:</b> To provide strategic leadership, management and advice on quality assurance and workforce development in children’s social care and partnership safeguarding: <ul style="list-style-type: none"><li>• Independent reviewing service</li><li>• Workforce development</li><li>• IT Infrastructure</li><li>• Business support</li><li>• Inspection Preparation</li><li>• Partnership safeguarding work</li></ul> To provide effective leadership, co-ordination and management of relevant services as above To ensure the highest possible standards of social care work are undertaken to safeguard and support young people and prevent significant harm as a result of abuse and neglect. To make a positive and effective contribution to the corporate management of Children’s Services and the County Council.				
<b>Resources</b>	Staff	Responsibility for all staff within the Children’s Social Care teams, those in early help services and out of hours workers. Approximately 300 staff in total.		
	Finance	Budget management responsibility for relevant purchase budgets and all relevant staffing budgets.		
	Physical	Building management responsibility for buildings used by staff.		
	Clients	Overall responsibility for the provision of support services to all Northumberland’s children assessed as requiring early help, being in need, in need of protection or looked after children. Responsible for approximately 3500 open childcare cases and 3500 new referrals annually addition responsibility for approximately 40 Family Placement Workers and 140 foster carer.		
<b>Duties and key result areas:</b> <ol style="list-style-type: none"><li>1. Ensure the provision of timely and accurate advice and information to the County Council and political management forums, the executive Director of Children’s Services, Service Director Children’s Social Care and School Governing Bodies on the development and review of policies and strategies related to Children’s Social Care issues. Ensure that these are integrated with County Council and Partner Agencies’ strategies.</li><li>2. Provide strategic management and professional advice to the County Council, the Executive Director of Children’s Services and the Service Director Children’s Social Care on all matters of strategy and policy relating to early help, child protection, safeguarding and looked after children service issues.</li><li>3. Ensure that all relevant Action Plans, policies and statutory requirements are effectively developed and implemented.</li><li>4. Ensure that legislative and procedural standards are adhered to and that actions identified in inspections and during external scrutiny visits are responded to and acted upon appropriately and that the appropriate inspection body is told of any significant changes, developments or significant incidents within the service.</li><li>5. Determine the most effective utilisation and deployment of resources (Human, Physical and Financial) within the Children’s Social Care Service in order to implement the County Councils priorities and statutory responsibilities within allocated budgets in an imaginative and innovative way.</li></ol>				

6. Ensure that all associated budgets are managed efficiently and effectively to provide the best value for money and the optimum possible level of service. Contribute to the preparation of capital and revenue spending plans. To be accountable for expenditure against allocated budgets, ensure effective spend against priorities and targets and comply with financial regulations.
7. To ensure that the fabric, content and security systems of the buildings are maintained, developed and operated in accordance with relevant guidelines and standards.
8. Ensure the provision of robust mechanisms for establishing and monitoring the standard and effectiveness of early help child protection and looked after children strategies, policies and practices.
9. Establish and maintain effective management and communication systems and processes within the service and, in conjunction with senior colleagues, ensure that employees at all levels are fully aware of their respective roles, functions and responsibilities and changes to legislation or County Council policies.
10. Provide strategic leadership and direction to managers within the Children's Social Care Service so as to promote performance management initiatives and systems.
11. Promote the support and development of staff through supervision, appraisal, training and development programmes ensuring the development of high professional standards of practice in working with looked after young people.
12. Ensure that recruitment, selection, capability and disciplinary matters are undertaken to the required standards and in accordance with legislation and County Council policy.
13. Promote and maintain a positive relationship with all employees and their respective trade unions in the interests of developing a climate of harmonious and constructive employee relations.
14. Actively promote the role of the County Council in relation to its Children's Services activities and policies at local, regional and national level as appropriate.
15. Ensure effective joint working and planning with all relevant external agencies, so as to maximise the County Council's role, function and influence in relation to all aspects of Children's Services provision.
16. As a Member of the Children's Leadership Team, to fully participate in the corporate planning and management of the Directorate.
17. Ensure full compliance with corporate policies and processes by management and staff within the Children's Social Care Service and actively promote and encourage where appropriate the adoption of County Council policies and initiatives to external bodies.
18. Promote good relations with all other parts of the Council with a view to achieving the most effective performance of its functions to achieve a co-ordinated approach to the development and provision of Children's Services.
19. Ensure the active participation of children, young people and parents in all levels of service development, delivery and review.
20. To ensure effective joint working and planning with relevant external agencies, so as to promote effective collaboration and maximize the councils role, function and influence in relation to all aspects of service provision, this will include promoting the role of the service and the council at local, regional and national levels.
21. To ensure robust mechanisms are continuously developed to establish and monitor the effectiveness of service related strategies, policies and practices.
22. To seek funding opportunities including EU and other sources through marketing and development of new services.
23. To actively promote and represent the interests of Northumberland County Council in relation to service activities and policies at a local and national level, as appropriate, particularly through the participation in relevant programmes, showcasing good practice and contributing to professional networks.
24. To interpret, explain and enforce statutory and county council regulations, ensuring appropriate procedures are followed, that parties have a proper understanding of their position and attempt to reach mutually agreed solutions through negotiation.
25. Any other duties consistent with the nature, level and grade of the post as may be assigned by the Head of Children's Social Care.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Transport requirements:	Need to attend meetings across the County, regionally and sometimes nationally.
Working patterns:	Normal office hours, however due to the nature of the service will include flexibility of start and finish times and occasional weekend working.
Working conditions:	Mainly office based but some travel required

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**PERSON SPECIFICATION**

Post Title: Senior Manager Specialist Services quality assurance		Director/Service/Sector: Children's Services/Children's Social Care		Ref:	
Essential		Desirable			Assess by
Qualifications and Knowledge					
Degree level or equivalent standard of general education Relevant professional qualification Social Work England (SWE) registered Evidence of recent relevant Management Training		Relevant management degree or post-graduate diploma e.g. MBA, DMS			
Experience					
<ul style="list-style-type: none"><li>Recent extensive experience and consistent achievement at a senior management level within an organisation of comparable scope and complexity.</li><li>Experience of successful strategic management and a proven track record of leading in the formulation and delivery of strategic objectives and policies within a large, multi-disciplined organisation.</li><li>A demonstrable track record of leading and managing multi-disciplinary teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners.</li><li>Extensive experience and demonstrable success in the generation and management of major organisational and cultural change and of securing the support of others in the process.</li><li>Extensive experience of financial and people management within a comparable organisation.</li><li>A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders.</li><li>Evidence of success in building and enhancing the reputation of an organisation with external bodies and the media.</li></ul>					
Skills and competencies					
<ul style="list-style-type: none"><li>Thorough understanding of relevant service legislation, best practice and contemporary issues.</li><li>Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the Directorate's workforce and fostering a positive organisational culture.</li><li>Ability to operate effectively within the democratic process, with the political acumen and skills to develop productive working relationships with Council Members that command respect, trust and confidence.</li><li>Ability to maintain a clear overview of the issues affecting Children's Services in general and the Community Support Service (Area 1) in particular and to ensure that members are provided with timely and accurate advice and kept fully informed of relevant issues.</li></ul>		Reasonably developed IT skills Knowledge of secure care and an awareness of current. Knowledge of delinquency management and related systems, e.g. Courts, sentencing policies, diversionary and alternative strategies to maintain young people in their communities.			

<ul style="list-style-type: none"> <li>Financial and commercial awareness, with strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems.</li> <li>Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions.</li> <li>Highly developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others.</li> <li>Outstanding interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of, employees, Council Members, partner agencies, the whole community and children, young people and their parents or carers in particular and other stakeholders.</li> <li>Ability to identify and rectify poor practice in management and operations.</li> <li>Ability to motivate staff.</li> <li>Ability to manage staff issues e.g. sickness control, disciplinary matters.</li> <li>Ability to instigate appropriate change.</li> </ul>		
<b>Physical, mental, emotional and environmental demands</b>		
<ul style="list-style-type: none"> <li>To be able to meet the physical requirements of the post and be able to work under pressure caused by significant workloads.</li> <li>In addition to be able to manage the emotional demands of the post that are caused by managing distressing cases involving children who are or have suffered emotional, physical or sexual abuse or who may have died.</li> </ul>		
<b>Motivation</b>		
<ul style="list-style-type: none"> <li>To be committed to the provision of high standards of care to children and their families and to provide strategic and operational leadership in managing high workload demands.</li> <li>To be able to provide strategic and operational leadership during prolonged periods of uncertainty via thorough risk assessment skills and planning.</li> </ul>		
<b>Other</b>		
To be able to meet the transport requirements of the post.		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits