

Role profile

Head of Children's Quality Assurance, Performance & Youth Justice

Our values:

We are dedicated, respectful, collaborative. We are Milton Keynes City Council.

Service	Children's Services
Reports to	Assistant Director Childrens Social Care
Job family	Strategic Leadership
Grade	N
Political restricted?	N
DBS required?	Y - enhanced
Date	November 2023
JE Code	JE2572

Key deliverables

1	To be wholly responsible for delivering a range of highly regarded safeguarding services across Children's Services (Social Care and Education) and ensure effective multi agency working and good quality practice across the Council and partners with regard to safeguarding children and deliver good quality outcomes regarding safeguarding children across key children's services areas. The post holder will lead and strategically manage the service in providing the highest quality of practice.
2	To attend governance boards and scrutiny panels representing Children Services and deputising for the Assistant Director Children Social Care.
3	To ensure effective and robust safeguarding policies and procedures are in place and continuously review the effectiveness of working methods and develop and deliver in conjunction with relevant staff, effective services for safeguarding children that provide value for money. This includes ensuring that activities within the authority's services for safeguarding are carried out to agreed service standards within available budgets and in line with legislative, regulatory and national minimum standards requirements.
4	To manage and lead the safeguarding, Independent Reviewing and Child Protection Conference services, alongside ensuring professional leadership and advice to the MK Together Arrangements, whilst ensuring appropriate representation on the Boards and subgroups. The post holder will lead Children's Services Quality Assurance approach, including understanding data analysis, good performance and play a key leading role in the range of regulatory inspections to which Children's Services are subject, e.g., Ofsted.
5	<p>To ensure high quality performance data is available to the service and fully integrated into improvement plans, service planning and strategic decision making. Working collaboratively with the performance team the post holder will deliver data analysis to support decision making across the service.</p> <p>To be responsible for the allocation of work and requirements of the service, ensuring services have the required reporting and compliance systems in place to demonstrate the outcomes for</p>

	young people when inspected by OFSTED , Care Quality Commission (CQC) and HM Inspection of Probation (HMIP). Ensure the services monitor performance against national indicators and standards, using data to drive through service performance improvements and risk assessment systems are in place.
6	To prepare, contribute and deliver on a range of reporting, Team Business and wider strategic plans and be fully accountable to the Assistant Director, the Statutory Director of Children's Services and Cabinet Member for Children and Young People for the effective delivery of the service whilst ensuring strong budget management and value for money approaches.
7	To prepare, contribute and deliver on a range of reporting, Team Business and wider strategic plans and be fully accountable to the Group Head, the Statutory Director of Children's Services and Cabinet Member for Children and Young People for the effective delivery of the service whilst ensuring strong budget management and value for money approaches.
8	To ensure that activities within the authority's services for safeguarding are carried out to agreed service standards within available budgets and in line with legislative, regulatory and national minimum standard requirements.
9	To be wholly responsible for the Head of Service role as defined in HM Govt statutory guidance and legislation , leading , developing and delivering a range of services which provide strategic direction for Youth Justice Services, Youth Support and Drug & Alcohol Services which work in a multi-agency partnership. Ensure that the service develops in line with national guidelines and local needs, and policies and procedures are developed in related to these partnerships. The post holder will lead and strategically manage the service in providing the highest quality of practice.
10	To devise, implement and oversee a Youth Justice Strategy including the statutory Youth Justice Plan as outlined by Section 40 of the Crime and Disorder Act 1998, considering new legislation, national priorities, and targets. To represent the council at the external partnership boards influencing national and regional strategies. Taking responsibility for the strategic and operational decisions on behalf of Milton Keynes City Council, the Youth Justice Board (YJB) for England and Wales and the multi-agency Youth Justice Strategic Board.
11	To own and manage the Youth Justice and Support Service budget (circa £1.8 million) on behalf of the partnership ensuring effective use of resources and careful and thorough financial control (including compliance with Youth Justice Board / Police and Crime Commissioner / NHS England and other external grant funding). The post holder will lead, and line manage a multidisciplinary/multi-agency service.

Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs

Essential requirements Key skills, expertise, and qualifications

1	Professional Qualification in Social Work and registered with Social Work England. Management qualification preferred. Supervisory experience relevant role with statutory partner (Children' Social Work; Education; Health; Police; Probation).
2	Substantial experience of case management practice within the Safeguarding field supervising child protection practice. Advanced specialist and detailed theoretical knowledge of social work and childcare practice, legislation, policy and research. Including detailed knowledge of related specialist areas e.g. Health, Probation, SEND. Detailed knowledge of Children Social Care System and Safeguarding Children.
3	Must be self-motivating and able to make difficult decisions and support staff in complex work, extensive experience in supervision, development, appraise staff, within a framework and to Ofsted standards. Able to lead and motivate staff to deliver changes in practice, team structures

	and joint working in line with local and national requirements. Developing and maintaining effective services and interventions that prevent the most vulnerable children and young people in our community from experiencing additional difficulties and prevent them from suffering significant harm and be responsible for the short, medium and long term strategic planning and take full responsibility for operational planning for safeguarding in line with the agreed objectives and expected outcomes.
4	To act as the single point of contact for senior leaders in providing the most relevant advice on safeguarding and youth justice including drafting responses to national enquiries and consultations and transform the practice of others by sharing expertise relating to safeguarding and take the lead in ensuring that quality, efficacy and the value for money of services relating to safeguarding are evaluated and continuously improved and that practice changes as a result of learning, development or innovation.
5	Good interpersonal, organisational and information management. Must be self-motivating and able to make difficult decisions and support staff in complex work, supervise and appraise staff, within a framework and to high standards, with an ability to form close working partnerships with a variety of different agencies in all areas of the work. To build and coordinate a team of multi-agency, multi-disciplinary professionals to provide a quality service to clients.
6	Experience of managing significant financial budgets.
7	Demonstrable experience of leading a service, making difficult decisions and supporting staff on delivering complex work to a high standard within YJB , CQC , Ofsted and HMIP standards.

Job family

Strategic Leadership (Grade N)

Colleague expectations

- Be professional at all times
- Work together for the good of the team, city council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Manager expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

The essential characteristic of Strategic Leadership jobs is that they bear responsibility for the planning and development of the city council's approach to its statutory and elective aims, maximising efficiency, value for money and the quality of service delivery across entire operating functions.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

Role characteristics

At this level job holders report to a Group Head and are responsible for the development and implementation of strategy relating to several large and/or wide-ranging services within that group. Roles carry very significant responsibilities for finance and a range of other non-financial assets.

Job holders will make autonomous decisions and lead the management of change throughout the group.

The knowledge and skills required

Job holders require advanced theoretical knowledge to make appropriate judgements and decisions at this level. In addition, job holders will maintain ongoing professional development and have a thorough understanding of external legislative and societal change, as well as a deep understanding of the city council's operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing expert leadership across a number of services.

Thinking, planning and communication

Job holders will use their professional expertise to deal with highly complex, pressing issues including change initiatives and risk management across a range of services. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping their service's composition, approach and operating procedures in accordance with wider goals mandated by group management.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the city council's reputation. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence-based and reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate the city council's position in response to opposing opinion in a formal or informal setting.

Decision making and innovation

The limitations to job holders' decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Group Head and will devise and implement strategic plans and policy in relation to several service areas.

Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of external service users or partners and will be responsible for critical day to day decisions with legal and reputational dimensions and the development of directorate level policy and functional procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

Job holders will have full line management responsibility over several service areas, each with their own full management structure and featuring highly diverse specialties and employee profiles.

Impacts and demands

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention. Job holders will also manage very high levels of work-related pressure from deadlines, interruptions or conflicting demands.

At this level, tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

Job holders will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders at this level will find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.