

Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding, and promoting the welfare of children, young people, and adults at risk, and requires all staff and volunteers to share this commitment.

Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.

SECTION A: Role Profile

Post Title	Head of Service – Early Help & Vulnerable Young People	Post No	NEW
Directorate	Childrens Services & Skills		
Division	Children Young People & Families		
Band and Salary	Band J £77,866 - £82,225 per annum. Incremental progression is subject to performance		
Responsible to	Assistant Director, Safeguarding		
Location	Bluebell Centre, Chelmunds Place, Council House and other locations across the borough of Solihull as required		
DBS Check	Enhanced check for regulated activity for working with Children		
Car User Status	<p>This is an essential car user post as the demands of the job make it operationally essential and there is a contractual requirement to make a suitable vehicle available to ensure the requirements of the job can be carried out effectively.</p> <p>Applicants must be able to drive, have a driving licence and be a car owner, however for disabled applicants, reasonable adjustments will be made where required.</p>		
Special Conditions	Required to work evenings and weekends in line with service needs.		

Role Purpose

The Head of Service post is a key part of the senior leadership team for Children's Social Care, Early Help and Youth Justice within the Children's Directorate.

The role includes the strategic and operational leadership, service development and effective management of the Early Help offer, statutory and regulatory Youth Justice Services and vulnerable young people's services. Provision of high-quality services, ensuring performance management and review mechanisms are in place to monitor progress and achievement of service objectives and goals.

Contributing to work of key statutory and partnership strategic Boards along with collaborative work with corporate colleagues and partner agencies. The development of staff working closely with Team Managers to establish best practice.

Where services in the portfolio require, the post holder will be the statutory and/or regulatory registered/designated manager.

To be responsible for the Targeted Early Help, Family Hubs, Youth Justice, Exploitation and Missing Services to implement the operational delivery and strategic development of early help support.

Role Responsibilities

- To provide strong leadership in ensuring effective delivery of children's statutory social work services, ensuring the provision of quality protection and safeguarding.
- To deliver and lead on developing the provision of early help services in Solihull to ensure that families receive the right support at the right time.
- To be a member of the senior management team, taking joint responsibility for its decisions and ensuring that they are implemented.
- To provide strong leadership in the delivery of children's statutory social work services in an agreed area of the business, ensuring they provide high quality protection, support and care for vulnerable children and young people, and to provide strategic leadership within the Council and beyond on children's social care matters.
- To work with the Assistant Director/s on the organisational change, strategic leadership, and management of the service, and in liaison with colleagues and partner agencies, to keep up to date with legislative requirements, policy developments and Council objectives.
- To lead in driving forward service improvements and to manage change at an operational and strategic level within the directorate, the wider council and with partners.
- To lead in-house, cross-directorate and inter-agency projects and programmes as required.
- To provide senior leadership support for the delivery of the Solihull Council Plan, Children's Services improvement plan and other plans and strategies relevant to the service area. To ensure services are Ofsted-ready and respond to findings from internal and external audits and inspections.
- To exercise effective collaborative leadership within and across organisational and managerial boundaries.
- To provide day to day oversight of the effectiveness of the partnership working and responses to children and families who require support and protection and to provide effective challenge and work innovatively with partners.
- To be actively involved with and to support the work of the Solihull Safeguarding Children Partnership (SSCP).
- To be responsible for analysing, monitoring, and reviewing performance, and to lead in identifying and implementing changes in service provision to achieve improvement, and to take corrective action where necessary.
- To represent children's services in multi-agency forums and to provide appropriate support and challenge to the service and to multi agency partners.
- To maintain an understanding of all services within the Children, Young People and Families, providing cover for colleagues as required including decision making in line with statutory requirements and the Councils scheme of delegation.
- To supervise and manage staff including line management of team managers, and others as required, providing direction, quality assurance, challenge, support, reflective discussion and completing professional development reviews and managing staff resources, flexible working arrangements and annual and sickness absence.
- To deputise for the Assistant Director, Safeguarding or Corporate Parenting as required.
- To make decisions in line with delegated and legal responsibilities commensurate with the role

- To ensure the Council is compliant with relevant legislation and to ensure that policies and procedures are reviewed and implemented in line with corporate and legislative changes.
- To manage significant budgets effectively; working with senior finance officers to ensure sound financial management and best value. To be accountable for budget control.
- To support the delivery of the children's services quality assurance framework, including undertaking audits and supporting the implementation of practice recommendations.
- To act as a strong and committed corporate parent, and to ensure the effective engagement of children and families in service design and delivery.
- Support organisational change and ensure appropriate systems of performance and development, communications, financial planning, equality measures, monitoring and review are in place.
- Evidence through day to day practice the key competencies required to be an effective leader by creating and communicating a compelling vision, agile thinking, delivering results and leading change.
- The post holder is required to act at all times in accordance with Solihull Council's constitution, policy, procedures, and other relevant regulations.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- Undertake such other duties, training and out hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job.
- Where required, to manage, develop and monitor the commissioning of services and seek best value and innovative approaches to achieve value for money.
- Provide accurate and up to date information on budgets and highlight any areas of potential or actual overspend.
- Undertake Emergency planning and Health & Safety duties commensurate with the post and/or detailed in the Directorate's Health and Safety Policy.
- To represent the council in local, regional, and national forums involving high level contacts such as Judges, senior officers from other local authorities.
- To carry out negotiations on behalf of the Council for example with other local authorities and governing bodies.
- To respond directly or through the Assistant Director or DCS to requests from elected members and MPs.
- To ensure there is wide-ranging consultation and dialogue with children, young people, and their families so that service planning and provision respond effectively to their needs.
- To represent Children's Services on key decision-making and advisory groups (for example MARAC, MAPPA, Prevent and Channel panels, providing advice and influencing them so that children's best interests are central.

Contacts:

In all contacts the post holder will be required to positively represent the Directorate and the Council as well as maintaining constructive relationships

- Internal: Councillors; Corporate Leadership Team; Directorate Leadership Team; Heads of Service; Service Managers; Other Directorates; Headteachers and other staff in schools; School Governing Bodies.
- External: Chief Executives, Directors and Senior Managers of all agencies including health organisations, Police and Probation; other Children's Services Authorities; Voluntary, community and private sector providers, where appropriate local stakeholder representatives;

Central Government bodies; Members of Parliament service users; local/national press and media & Judges.

CORPORATE LEADERSHIP RESPONSIBILITIES

Performance Leader

- Provide clear and visible leadership that supports the delivery of Council's vision, purpose and priorities as set out in the Council plan.
- Create clarity about behavioural expectations and what '**Good**' looks like championing these standards.
- Proactively manage performance and champion development so that teams and individuals gain the skills, knowledge, and experience to meet the future needs of the service.

Working in Partnership

- Create a shared purpose that embeds the necessity of multi-disciplinary working, inspiring everyone to deliver outcomes for the benefit of the shared goal.
- Promote how Council services, teams and external partners fit together, ensuring effective partnership working with relevant bodies and all services for the benefit of the whole.

Influencing for Outcomes

- Understand the needs of different services areas and use this in business planning to influence priorities, alignment of resource and approaches to service delivery to achieve implementation of strategic programmes and increase outcomes in priority areas for the Council and to improve outcomes for children and families.
- Provide the knowledge, insight and agility for continuous improvement, positively identifying and leading initiatives to ensure certainty over the benefits to be derived.

Corporate Compliance & Governance

- Accountable for ensuring that the service fulfils all legal, audit, financial, health and safety, risk management and information quality standard responsibilities in the delivery of its' services and is statutorily compliant at all times.
- Responsibility for safeguarding and promoting the well-being of the children, young people, and vulnerable adults s/he is responsible for or comes into contact with.
- Accountable for effective planning, managing, and monitoring allocated budgets and for delivering a balanced budget annually (including any agreed efficiency savings).
- Contribute to the Council's Emergency Planning and Business Continuity arrangements.
- Consistent application of Council systems, rules, policies, and procedures.
- Proactively ensure that division is appropriately trained in corporate responsibilities at all times.

Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
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Education & Qualifications	Professional relevant Qualification at Degree level / Level 5 minimum qualification. OR Equivalent or substantial vocational experience in a relevant technical, specialised operational field. Management Qualification or significant management experience.	Specialist childcare/child protection post qualification Management qualification	Application Form Certificates
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<p>Experience & Knowledge</p>	<p>EXPERIENCE Experience of effectively managing and delivering children’s services.</p> <p>Effective leadership and staff management experience and proven ability to motivate and develop staff to deliver excellent services within a change agenda.</p> <p>Proven experience of working collaboratively and in partnership with other agencies e.g., schools, Health, Police, the independent sector and with elected Members.</p> <p>Experience of presenting complex reports to a variety of audiences.</p> <p>Proven experience of using user feedback to enhance services.</p> <p>Proven experience of promoting equal opportunities and diversity.</p> <p>Experience of driving improvements and managing change.</p> <p>KNOWLEDGE Excellent knowledge of policy, guidance, legislation and best practice for children and families particularly in relation to safeguarding.</p> <p>Excellent knowledge of key challenges in social care particularly relating to children and families’ services.</p> <p>Knowledge of financial regulations and ability to produce and monitor business plans.</p>		<p>Application Form Interview</p>
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Skills & Abilities	<p>Ability to provide practice leadership that improves the quality of practice and outcomes for children.</p> <p>Ability to provide effective leadership individually and work as part of a senior team.</p> <p>The ability to demonstrate a clear strategic vision for children’s services.</p> <p>Ability to manage a pressurised workload.</p> <p>Ability to project plan and implement change by influencing stakeholders and working successfully in collaboration to achieve goals using own expertise to manage and influence others.</p> <p>Ability to effectively manage financial budgets.</p> <p>Ability to plan, organise and use resources effectively and to apply best practice in moving the agenda forward to meet objectives.</p> <p>Ability to use appropriate leadership styles in different situations, dealing sensitively with people and influence and lead by example.</p> <p>Ability to set in place and manage systems for the supervision of staff and their professional development.</p> <p>Ability to deliver cost-effective planning for services which specify priorities, targets, and performance indicators.</p> <p>Proven analytical skills (quantitative and qualitative) including good range of IT and report writing skills.</p>		<p>Application Form</p> <p>Assessment Interview</p>
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	<p>Ability to communicate effectively with a range of people both verbally and in writing, internal and external, as individuals and in groups.</p> <p>The ability to demonstrate an enthusiasm to 'get the job done' and to be flexible in responding to the needs of the service.</p> <p>Demonstrate appropriate understanding, knowledge, and skills in valuing diversity for staff and service users including ensuring fair treatment assessments of services are carried out in line with council expectations.</p> <p>Demonstrate a good understanding of political sensitivity.</p> <p>Able to challenge and be challenged appropriately in the interests of service improvement</p> <p>Self-Awareness: learns continuously and effectively adapts behaviour in response to feedback.</p> <p>Personal Effectiveness: makes things happen; operates with resilience, flexibility, and integrity.</p> <p>Communication: shares and listens to information, opinions, and ideas, using a range of effective approaches.</p> <p>Service Delivery: understands customer needs and responds appropriately.</p>		<p>Application Form</p> <p>Assessment Interview</p>
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Core Behaviours	<p>Excellence - With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation, and personal expectations. You adopt a 'can do' attitude in all the work you deliver, ensuring it meets the needs of current and potential customers.</p>	<p>Interview</p>
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	Simplicity - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working.	Interview
	Trust and Respect - You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect	Interview
	Working Together - You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	Responsibility - You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions.	Interview
	Leadership - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential.	Interview

Compiled/Reviewed by	Iona Payne
Date	March 2024

Section C: Additional Information

Corporate Parent Responsibilities

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

Health and Safety

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers, and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures, and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

Information Management

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

Training and Development

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

Solihull Behavioural Framework

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

Mobility

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.