

Job Title	Head of Service – Children Services		
Pay Grade	MG5		
Directorate	Children's Services	Division	<ul style="list-style-type: none">• Front Door• Corporate Parenting• Early Help• Children in need
Reports to	Director of Children's Safeguarding		
Role Purpose <p>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 which is predominantly related to high risk statutory children's social care services across a particular agreed area and specialism, while also providing professional cover for the full range: early help and intervention (including statutory responsibility for Children's Centres) to reduce risk of escalation to targeted statutory services, children in need of protection, children looked after, those subject to Court proceedings and those young people involved in or on the periphery of the criminal justice system.</p> <p>To be accountable for high-risk decisions in Children's services, including out-of-hours/on-call.</p>			
Measures of Success <ul style="list-style-type: none">• Continually improving performance against key performance indicators.• Accountable for high-risk decisions in Children's services.• Improved life chances and outcomes of children in need of early intervention, care, protection and support, clients of the youth offending team, care leavers and unaccompanied asylum-seeking children.• 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.• Complex and high-risk statutory children's social work, youth offending, and early help and intervention decision making (in accordance with legislation, statutory guidance, best practice, policies, procedures and regulations), including negotiating with multi-agency partners to secure safeguarding for Harrow children and young people.• Statutory and non-statutory services reporting in:<ul style="list-style-type: none">○ Front door: Emergency Duty Team, 'MASH', First Response, Preventing Family Breakdown.○ Children in Need: Pods including Frontline Training Pod and Case Tracking.○ Corporate Parenting: Children Looked After, Leaving Care, UASC, Fostering and Adoption, Access to Resources, Contact Supervisors, The Firs Short Breaks Residential Respite Centre; CORAM Commissioned service.○ Early Help: Children Centres.			
Tasks/responsibilities <ul style="list-style-type: none">• Budget management, including budget scrutiny.• Accountability for inspection preparation and implementation of national reforms.• To manage the delegated functions and teams so that the services provided are responsive to customer requirements, accessible to all areas of the community and provide value for money.• To formulate annual operational plans and budgets for the delegated functions and teams so that there are clear priorities and appropriate resources are allocated to their achievement. To develop longer			

term plans for the services managed so that they are developed in line with schools, Council and Government priorities and customer requirements.

- Responsible for day-to-day oversight, managing safeguarding risk for children and young people in need of care, protection and support, ensuring social care statutory compliance and good/best practice is secured, to improve life outcomes.
- Responsible for the day-to-day oversight of multi-disciplinary delivery, managing safeguarding risk for children and young people known to the Early Help and Youth Offending Team ensuring statutory compliance and good/best practice is secured, to improve life outcomes.
- Community safety and public protection responsibilities as detailed by the Youth Justice Board.
- To lead and co-ordinate key partnership arrangements to ensure that the service works together with statutory, voluntary and private sector providers to support, care and protect children & young people in need of services, and their parents and carers.
- To determine, advise and brief directors on complex high-risk situations e.g. when legal advice is required in respect of any actual or potential court matter and consult with the Director of social service – Children Services and Strategic Director Children Services.
- Providing professional supervision, team building and reflective learning and development.
- To deputise, where appropriate for the Strategic Director of Children's Services. This will include representing the directorate at Court meetings, multi-agency partnership meetings and with the Community.
- To demonstrate a commitment to the Council's Equal Opportunities Policy and implement the policy in relation to the job responsibilities
- To promote a positive health and safety culture.
- To ensure compliance with the council's information security policies.
- To motivate, train, develop and performance manage staff to effectively meet objectives.

Selection Criteria

Qualifications, Knowledge and Experience, Skills and Behaviours

Role requirements	Essential	Desirable
Broad working knowledge of all relevant legislation relating to children, young people and families (including but not restricted to childcare, homelessness, mental health, asylum and disability).	✓	
Examples of best practice and evidence-based interventions that improve outcomes for children, young people and their families.	✓	
Range of universal, targeted and specialist services and associated thresholds operated by statutory and voluntary sector providers.	✓	
Regulatory and inspection frameworks governing children's services.	✓	
Significant managerial experience of statutory local authority front-line social work services, including child in need of care and protection services.	✓	
Demonstrable working experience delivering and/or managing a range of other children services, for example, special needs, early years, targeted youth services etc.	✓	
Extensive partnership work, particularly multi-disciplinary and multi-agency work within a statutory framework.	✓	
Providing professional supervision, team building and reflective learning.	✓	
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.	✓	

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.	✓	
Experience in budget management and the ability to understand and manage complex budgets and other financial information and processes.	✓	
Sound understanding of the legislative and policy framework around services for children, young people and families, as well as extensive professional knowledge of social work processes and interventions.	✓	
Extensive knowledge and understanding of the political and social context in which Children's Services are delivered.	✓	
Qualifications		
Educated to degree level or equivalent.	✓	
Qualified and Registered social worker.	✓	
Higher degree or postgraduate leadership management qualification or equivalent.	✓	
Willingness to undertake the Councils Leadership Programme.	✓	
Evidence of recent relevant professional development.	✓	
Other Requirements		
<i>The job involves travel for business purposes: Yes</i>		

Manager Signature: Parmjit Chahal	Employee Signature
Job Title: Strategic Director Children's Services	Job Title
Date: 27 May 2025	Date