

Head of Quality Assurance and Safeguarding Partnerships (Adults)



A Head of Service responsible for the delivery of a professional capability for the Council through leading support functions, tactical expertise areas or corporate level projects.

Generic Responsibilities

- Lead a team of professionals, or act as lead professional, developing annual business plans and manage the operational delivery of services in order to deliver core objectives.
- Provide professional expertise and best practice to support the development and implementation of operational plans and ensure on-going professional development of self and others.
- Be engaged in delivering diverse and complex support services, providing expert professional advice and guidance to senior stakeholders including senior officers and elected members, to ensure that high quality service outcomes are achieved for service users.
- Play an influential role in advising, challenging and influencing stakeholders on trends, developments, issues, opportunities and innovations to support medium term planning and the delivery of improved outcomes.
- Allocate resources appropriately to support and ensure the delivery of specific objectives and intended outcomes and demonstrate value for money.
- Collate, analyse and interpret intelligence on emerging service trends, developments, issues, opportunities and innovations in order to support senior managers and other stakeholders in planning, policy setting and the delivery of improved service outcomes.
- Motivate, manage and develop staff to support a culture of high quality performance and continuous improvement to achieve excellent outcomes that meet the needs of citizens within a fixed level of resources. Resolve performance issues in order to support a culture of performance and productivity.
- Advise stakeholders on risks and issues related to regulations and standards and investigate any areas of concern, implementing policies to support the delivery of Council objectives and plans and that comply with all relevant legislation and statutory requirements.
- Develop Council wide operational policies and procedures within a broad but distinct area of expertise in order to drive best practice and legislative compliance across the Council
- Manage discreet programmes (focussed or Council wide) and projects to ensure they deliver their outcomes within agreed standards of cost and time.
- Be involved in collaboration across the Council as well as the public sector and wider city region to design and deliver solutions that are focussed on delivering a system-wide impact for residents.

Responsibilities as a Member of the Senior Management Team

- Accountable within a matrix management arrangement for the achievement of commissioned outcomes in line with agreed strategic plans.
- Accountable within a matrix management arrangement for the quality of service(s) consistent with the framework set by Service Directors, Strategic Directors and the Chief Executive.
- Responsible for regular reporting of performance against outcomes and quality standards.
- Responsible for highlighting through matrix management arrangements significant risk to the achievement of outcomes and opportunities to enhance delivery.
- Responsible for embedding a performance culture within services which reports on the basis of agreed evidence and policy.
- Responsible for the delivery of commissioned outcomes utilising professional and specialist expertise of others across the organisation/partners as relevant.
- Accountable to a named Service Director for performance appraisal and career development.
- Supports Service Directors to ensure relevant elected members are appropriately briefed and supported on all issues within their remit
- Effective corporate management with other Heads of Service to drive standards
- Carry out other duties as specified from time to time.
- Champion the use of an agreed commissioning discipline.

Specific Responsibilities

- Embeds and oversees the quality assurance of frontline social work and care practice so that practice standards are consistently met.
- Articulates the impact of social work and care practice in the lived experience of vulnerable people.
- Embeds a culture of high expectations in social work and care practice across Adult Services that can be articulated clearly at all levels of the organisation in a way that is meaningful and understood.
- Leads on Workforce Development and supports development and delivery of an adult's Social Work workforce of appropriate capacity and capability to meet current and future need.
- Lead on quality improvement and performance management. Champions the use of national best practice, lessons learned and local performance data and intelligence to drive continuous improvement in operational practice.
- Delivers 'line of sight' from strategy to 'good' social work and care practice.
- Leadership and management of the Adults Customer Services, (FOI, GDPR, complaints and compliments function) ensuring that lessons are learned and embedded in practice.
- Operational performance and effectiveness of the KSAB.
- Corporate leadership role to ensure ownership of adult's safeguarding duties.
- Ensures the overall effectiveness of the safeguarding system – operational safeguarding practice is within the remit of Operational Heads of Service.
- Leadership and management of the Business Development and Partnership Unit
- Ensure that service strategies and policies are reflective of the Council's corporate policies and behaviours.
- Embeds a service framework for monitoring the achievement and impact of changes and ensures a feedback loop into strategy across the wider Council.
- Embeds a partnership ethos to achieve jointly commissioned outcomes across the Council and its wider partners.
- Monitor and manage service delivery within available budgets and improvement targets.
- Supports a culture of transparency where challenge and scrutiny is embraced as an opportunity to learn and improve practice.

Skills, Knowledge and Experience

- Substantial experience in a relevant setting providing a depth and breadth of knowledge in safeguarding.
- Ability to lead, manage and develop a team and provide technical leadership through a matrix structure.
- Strong influencing and stakeholder management skills and the ability to build relationships at a political, senior and management level.
- Up-to-date knowledge of external issues (legislative, regulatory, best practice standards etc.) affecting areas of responsibility.
- Significant level of senior level leadership experience, providing depth and breadth of knowledge to act with credibility at this level.
- Excellent people leadership skills and strong sense of doing what's right for residents.
- Understanding of wider issues in local government, partner organisations, public and private sector.
- Demonstrable commitment to performance management and productivity to meet the Council's priorities.
- Ability to demonstrate strategic capability and capacity.
- Committed to and champions Diversity and Inclusion.
- Committed to and champions safeguarding.
- Demonstrates a flexible, creative and innovative solutions focused approach
- Strong change management skills.
- Substantial experience that demonstrates financial acumen.
- Ability to challenge appropriately at all levels and in a range of forums.
- Understanding that commercial and entrepreneurial acumen will be increasingly expected and commitment to develop this.

Behaviours and Expectations

- Is a role model for and champions the Council's [Behaviours and Expectations](#).

Current Portfolio

