

Head of Service: Quality Assurance, Inspection and Safeguarding

Job Description

Directorate:	Education and Children's Services		
Service:	Children's Social Care		
Location:	County Hall, Preston, Lancashire		
Salary range:	£77,883 - £85,119	Grade:	14
Reports to:	Director of Social Care Reform and Professional Standards	Staff responsible for:	TBC

Job purpose and scope

- Reporting to the Director of Social Care Reform and Professional Standards with some professional oversight as agreed from the Director of Children's Social Care you will lead, influence and challenge on all matters relating to safeguarding, inspection and assurance. Challenging across the service area at a senior level to inform service planning, development, associated budgets and delivery.
- Delivering the Children's Services vision to ensure that children, young people and families in need of help are safe, healthy and supported to achieve, you will lead our Family Safeguarding approach across your service area. This will be delivered in partnership through an understanding of the lived experience of a child or young person by:
 - Delivering the right service, at the right time, by the right people through effective wellbeing and preventative strategies.
 - Purposeful and effective social work and care intervention, engaging children, young people and families by building on their strengths.
 - Focussing on performance, by delivering lasting and sustainable outcomes for children, young people and their families.
- This is underpinned by the corporate vision; to enable Lancashire to be the best place to live, work, visit and prosper.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback



- Leading Lancashire Framework

Leading Lancashire – Our Leadership Framework



Leading Lancashire

Our Leadership Framework

Our Vision and Values We are driven by a simple yet powerful vision – “Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper.” This vision is at the centre of everything we do. Embedded in our identity are our values: **Supportive, Innovative, Respectful, and Collaborative**, our guiding principles that enable everyone to thrive.



Four Spheres of Leadership

The Leading Lancashire framework is a dynamic approach, encapsulating four key spheres:

Responsibilities, Capabilities, Behaviours, and Results.

These spheres form the bedrock of our leadership ethos, providing clarity and direction for all leaders. Responsibilities guide our actions, Capabilities cultivate our potential, Behaviours shape our interactions, and Results measure our impact. Together, these spheres ensure leaders deliver their best for themselves, their teams, LCC, and the people of Lancashire.



The Lancashire Mindset

Woven through the Leading Lancashire framework we introduce The Lancashire Mindset; Growth, Ownership, Optimism and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset not only shapes our approach to leadership but also serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Levels of Leadership

The Leading Lancashire framework provides an opportunity to define and clarify the focus and purpose of the various leadership levels within the organisation.

VISIONARY (Long-Term Direction):

Level 1 & 2 Leadership – Executive Directors and Directors Senior leaders at this level, are Visionary Leaders. They have the privilege of shaping the long-term vision for the organisation, providing strategic and visionary direction that will guide the future success of Lancashire County Council.

SHAPING (Medium to Long-Term Strategy):

Level 3 Leadership – Heads of Service

Heads of Service at this level are Shaping Leaders. They are empowered to shape strategies with a broad mid to long-term view, setting clear strategic initiatives that provide direction to the management population, contributing to the organisation's success in the medium to long term.

OPERATIONAL (Short-Term to Immediate Effectiveness):

Level 4 Leadership – Management Roles

Leaders at this level, found in various management roles, are Operational Leaders. They focus on immediate operational effectiveness, ensuring their teams deliver in the short term, meeting objectives and driving success on a daily-to-monthly basis.

These refined terms more explicitly convey the visionary, shaping, and operational aspects of leadership at each level within the Leading Lancashire framework.

Accountabilities/Responsibilities

- Support the ongoing delivery of the Lancashire Family Safeguarding Model (LFSM) and sustain its approach.
- Coordination of Quality Assurance across ECS children's services including audit and reporting on audits. Such audits may be social care or special educational needs or any such audit as falls within the realms of the directorate.
- Oversight and support of the management of the multi-agency area safeguarding arrangements and children's partnerships.

Head of Service: Quality Assurance, Inspection and Safeguarding

- Lead on preparation for inspections, peer reviews and contribute with other Directors and Heads of Service in the drawing together of the directorate self-assessment.
- Provide a business lead for social care data with a view to in the future supporting the coordination of data management for the directorate.
- Management of independent reviewing officers and professional oversight of a range of services including: Emergency Duty Team, Local Authority Designated Officer, Family Group Conferencing, SEND Information, Advice and Support, School Safeguarding and Child Employment and Entertainment.
- Co-ordination of the strategic planning and service delivery of business support across the directorate.
- Use significant level of judgement, lead on the design and delivery of business plans to resolve service issues or achieve service improvements. This will include innovative and creative thinking, detailed analysis and evaluative skills, assessment of risks, initiating/scoping improvement projects and leading on the design and delivery of objectives.
- Leading the delivery of service objectives to meet internal/external customers' needs, to inform multi-agency initiatives and to facilitate management decision making which will have medium to long term effects on the service.
- Effective leadership and management at a senior level of a diverse workforce to support excellence in service delivery. Leading, developing and promoting a culture of continuous professional development for all staff at each level.
- Develop and implement strategic business plans in line with the core purpose and objectives of Children's Social Care.
- Leadership of and mitigation against significant risk within children's services.
- Ensure robust systems are in place to maintain and produce accurate and timely data required for statutory compliance, monitoring against performance standards and evaluation of service delivery.
- Positively engage with partners and stakeholders to achieve positive outcomes for children and families. Successfully influencing key decision makers at senior levels, both internal and external to the council.
- Advise the Executive Leadership Team and Elected Members on appropriate strategies and policies required to deliver the job purpose. A good understanding of the political context at regional and local level and working in a constructive and sensitive way.
- Successful financial management including prioritisation within decreasing resources.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment**
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge**
We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

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Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Honours Degree level qualification or equivalent experience
- Relevant professional qualification or equivalent

Experience

- Significant professional and/or management experience of a strategic operation/service
- A demonstrative record of delivering high quality services against challenging objectives and resources.
- A demonstrative record of operational management of a major service spanning across a major arm of the organisation.
- Engaging, guiding and influencing senior managers within the area of responsibility.
- Experience of leading, inspiring and motivating teams to drive services forward, achieving high quality delivery within reducing resources.
- Experience of working across services outside of the area of responsibility to ensure delivery of corporate objectives.

Essential knowledge, skills & abilities

- Highly developed knowledge (broad and/or deep) of the principles, theory and practice of the specialist area of responsibility.
- Comprehensive understanding of the activities and objectives of the Council, both current and future.
- Ability to successfully influence key decision makers at senior levels, both internal and external to the Council.
- Effective Leadership and Management at a senior level of a diverse workforce to support excellence in service delivery.

Head of Service: Quality Assurance, Inspection and Safeguarding

- Good understanding of the political context at regional and local level and working with Elected Members in a constructive and sensitive way.
- Successful financial management including prioritisation within decreasing resources.
- Ability to lead, develop, manage and motivate services/teams in a challenging and changing environment.
- Ability to quickly build credibility with senior managers and stakeholders.
- Ability to embed services which are compliant and fit with the wider organisational strategy.
- Ability to utilise significant judgement to lead the design and delivery of a service/collection of services operational business plans to resolve service issues or improve services; including creative and innovative thinking and risk assessment.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post
You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive