

Job Description

Job Title	Head of Children's Performance and Systems
Directorate	Children and Young People's Services
Service Area	Practice Improvement and Development
Grade	13
Competency Level	3
Salary	£74,019 - £79,334
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Enhanced
Job Evaluation Ref No	A8328

Job Purpose

- To provide strategic leadership for a range of statutory children's services, ensuring performance management assurance promotes the welfare of children.
- To be responsible for the development, implementation and monitoring of an annual business plan by ensuring effective performance management and system delivery including identification of risk and capacity issues across the held portfolio of services.

- Take lead responsibility for the development and implementation of specific projects within Childrens Services in accordance with the Directorate's and Council's strategic priorities and manage all communication and risk issues.

Directly Responsible For:

Service Manager Performance

Service Manager Systems

Directly Responsible To:

Director Practice Improvement and Development

Main Areas of Responsibility:

- To lead and drive the provision of clear, accurate performance information, providing insight and experience of turning data into knowledge in a digestible form for practice managers and leaders to use. Advising on what they need to know when they need to know it to drive improvement in services for children and families.
- Provide leadership and oversight of information assurance, setting high-level strategy and policy, to ensure stakeholder confidence that risk to the integrity of information in storage and transit is managed pragmatically, appropriately and in a cost-effective manner.
- To ensure that high quality services are delivered through driving up performance, standards and ensuring effective system management which

represents value for money.

- To provide clear strategic direction through effective and visible leadership in a culture of continuous improvement.
- To lead the delivery of services for performance and systems in line with local and national priorities and ensuring statutory and corporate functions are fulfilled and undertaken in accordance with current legislation and guidance.
- To ensure the development, implementation and monitoring of service plans, policies, and frameworks, including the interpretation of national policy guidance and application.
- To be actively involved in the Liverpool City Region with regards to children services performance and act as the representative on regional and national groups.
- Act as the senior representative on the Operational Improvement Board providing support and challenge to drive continuous improvement
- To take a lead role in the Improvement Board, ensuring that the work programme is reflective of the key issues and needs of children and young people.
- Promote strong partnership working to ensure effective information sharing and joint working and provide robust challenge and support internally and externally to ensure compliance with procedures, policy, and good practice.
- Deliver all portfolio performance targets, including both national and local performance indicators.
- To take a key role in preparing for external inspections and manage the service response to inspection findings within the required timescales, providing evidence and assurance that the work has been completed.
- To lead on and implement change to better meet the needs of children and young people and improve their outcomes.
- Deputise for the Director of Practice Improvement and Development as and

when necessary.

- To represent the Council on external bodies at a local, regional, or national level.
- To advise elected members and Council Committees on policy development, strategies and budget spend.
- To lead on or participate in department/ directorate wide projects as required by the Director.
- To produce regular reports for the portfolio services as required for the Directorate Management Team, the Local Safeguarding Partnership, Lead Member for Children and Young People's Services, Corporate Parenting Board, and external bodies such as DfE, Ofsted.

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development.
- Manages performance and behavioural issues effectively.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- Monitor financial performance and deliver within budget.
- Monitor financial performance, deliver within budget, and seek savings and efficiencies by exploring opportunities to draw funding where appropriate.
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies.
- Explores different options for funding and income generation.

- Budgetary responsibility will include the associated budgets for the services that you are directly responsible for.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic, and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

None

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we

treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 3.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to degree or equivalent (A)
- Evidence of continuous professional development (A/I)

Experience

Essential

- Significant senior management experience in leading performance in a large agency/organisation relevant to the provision of services for children and young people (A/I)
- A proven track record of improving services within children's social care (A/I)
- Operational and strategic management experience of leading services through Ofsted inspections and external scrutiny (A/I)
- Delivery of service excellence and quality outcomes (A/I)
- Successful experience of working within multi-disciplinary partnerships (AI)
- Evidence of managing budgets, ensuring that best value principles are met (A/I)
- Effective project and programme management including positive change management (A/I)

Desirable

- Experience of policy development and implementation in line with current government legislation, local priorities, and national best practice

Skills/Abilities

Essential

- Ability to lead, manage and transform performance to achieve outcomes and objectives within the performance management framework (A/I)
- Thorough understanding of the legislative and policy framework within which children's social care operates and knowledge of the associated current and emerging issues facing the sector (A)
- Ability to influence, persuade and negotiate at all levels within the organisation and with external agencies / partners (A/I)
- Strong technical and analytical skills (A/E)
- Good organisational skills and the ability to work in a demanding environment (A)
- Demonstrable creative/innovative skills and ability to develop solutions to problems within the service and department (I)
- Ability to form good judgements and make informed decisions (A)
- Good interpersonal skills enabling productive working relationships with staff, colleagues, and partners (I)

Desirable

- Excellent communication skills, including the ability to articulate a vision and present clear performance reports and analysis to a wide range of audiences

- Ability to use IT effectively to support performance, presentation, communication, workload, and a flexible working approach
- Project management skills

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) at the appropriate level.