

Job Description

Job Title	Head of Service: Family Help
Grade	EPO25
Reporting To	Assistant Director Early Help and Prevention & Effectiveness
JD Ref	PC0261P

Purpose

Be part of the Early Help, Prevention and Effectiveness leadership team and will be responsible for the place-based system leadership, operational delivery and day to day management of Wirral's Family Help; and Early Help and Prevention, offers.

Be responsible to the Assistant Director for Early Help, Prevention and Effectiveness.

Main Duties And Responsibilities

The development and implementation of effective Early Help and Prevention strategies and services that contribute to the Children's Services Business Plan(s) and strategies and Wirral Council's Strategic Plan(s).

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values and leadership behaviours in the role and organisation.
- To proactively scan and keep up to date with current knowledge, practice, regional and national developments.

Team Leadership and Management:

- Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
- Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
- Through continuous improvement strengthen the tools, practices and impact of the service.
- To effectively lead Family Help, delivering outcomes in line with agreed priorities.
- Manage resources and ensure managers effectively implement monitoring measures to reduce spend and manage within budgets.

Communication, Engagement and Training:

- To work strategically with other internal and external partners to continuously improve Family Help.

- Ensure effective multi-agency involvement and engagement in the development and delivery of services.

Data Analysis and Decision-Making:

- Identify and implement changes in service provision to achieve continuous improvement.

Performance Management:

- Responsible for analysing, monitoring, and reviewing performance.
- Ensure staff development meets the requirements of the role in recruitment, training and development and disciplinary matters.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.
- Ensure policies and procedures are reviewed and implemented in line with legislative changes.

Other:

- Any other duties commensurate with the grade.
- To perform such other duties as may be requested by the Director of Children's Services or Assistant Director Early Help, Prevention and Effectiveness.

Role Specific Knowledge, Experience And Skills

Qualifications

- Degree Level relevant qualification. (Social/Human Sciences, leadership, management or similar)
- Significant experience of working at a leadership level in a relevant area.
- Evidence of a commitment to wider personal Continued Professional Development in a relevant area. (Linked to the below Knowledge and Skills)

Desirable

- Master's degree level or has an equivalent level of experience of working in a relevant area.

Knowledge & Skills

- Systems leadership.
- High levels of Emotional Intelligence.
- Leadership and Management.
 - An understanding of what tools, models and styles of leadership and management may be used to achieve the best outcomes for Wirral.
- Skills in the use of complex methods of assessment, analysis, intervention and management of children and families.
- Well-developed skills in the ability to communicate effectively, orally and in writing, complex, highly technical and/or sensitive information to children, their families, carers and other professional colleagues.



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- Competencies in participating in and leading audit, intervention, effectiveness, service evaluation and/or research projects.
- Management of data sets and their use to design services and respond to need.
- Evidence of effective leadership/mentorship within a high performing team.
- Evidence of strategic contribution to interpreting or developing policy and services across an organisation.
- Strong interpersonal and relationship management skills.
- Ability to manage and maintain a multiple priority workload with low levels of day-to-day supervision.
- Ability to use Microsoft Office with a particular aptitude for Word, Excel and PowerPoint.

Experience

- Successful leadership experience in Early Help and Prevention sector.
- Experience of driving or leading key projects and delivering successful outcomes efficiently and effectively.
- Strong collaborator with demonstrable ability to bring people together from across the organisation and partnerships.
- Evidence of bringing about improvements in the outcomes and progression of children and young people.
- Experience of operating with a high degree of autonomy in a self-motivated manner prioritising competing work demands and meeting multiple deadlines.
- Experience of successfully leading and managing teams/groups and systems.
- Experience of relearning best practice interpreting its relevance and identifying processes/practices which could be implemented successfully to achieve improved outcomes.

Desirable

- Experience of leading and management multi-disciplinary groups/teams
- Experience of contributing towards strategy/policy development and implementation.
- Experience of successfully managing and delivering complex high value programmes resulting in positive outcomes for young people.

The post holder will be able to demonstrate how they role model Wirral Borough Council Values and behaviours.

Additional Information

May be required to work occasional evenings or unsocial hours.

Able to travel throughout the borough using private/public transport.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of



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procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: 

**Anthony Kirk,
Assistant Director: Early Help, Prevention and
Effectiveness**

Date Of Approval: 05.03.2025



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