



Job description			
Job title	Head of Service – Safeguarding & Quality Assurance (12 month fixed term)		
Grade	PMG 5		
Directorate	Children's Services		
Service/team	Safeguarding & Quality Assurance		
Accountable to	Interim Executive Director (Children's Services)		
Responsible for	Safeguarding & Quality Assurance		
JE Reference		Date Reviewed	October 2025

Purpose of the Job

In this role you will be required to provide high quality strategic leadership and direction on Safeguarding, Quality and Practice across all service areas within children's social care ensuring the Council's statutory duties are met and outcomes for children and young people from birth to 25 years improve.

As Head of Service, you will provide direct strategic leadership and ensure effective operational management within the Safeguarding and Quality Assurance Unit. You will ensure the robust scrutiny and challenge of practice standards, identify gaps and drive service improvement and innovation including the development of a response to contextual risks, ensuring there is compliance with the relevant statutory and regulatory requirements, policy, performance and practice standards.

You will hold services to account by identifying poor performance, monitoring service improvement and reporting outcomes and progress to the Interim Director for Children's Services, the Executive Management Team and the political leadership team. The post holder will have responsibility for quality assuring the standard of work across Children's Social Care and Early Help, driving changes necessary to improving practice that meet the expected standards of the Safeguarding and Quality Assurance Unit. This post is pivotal to identifying the areas where practice improvement is required and providing support for services in delivering these.

You will **maintain** key relationships with council officers, elected members, Clinical Commissioning Groups, service users, carers and families as well as partners in external organisations as appropriate.



The post entails working collaboratively with colleagues across both social care and multi-agency partners to promote and develop excellent social work and safeguarding practice, ensuring it is the best it can be and is consistently good.

You will have key, corporate and service specific responsibilities as outlined within this Job Description. The post holder will be fully responsible and accountable for all areas within their remit, and empowered to make decisions in relation to the outcomes they are working to achieve.

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Duties and Responsibilities

- Provide strategic leadership and direction on Safeguarding, Quality and Practice across all service areas within children's social care
- Be responsible for the Business Unit of the Childrens Safeguarding Partnership, including line management of the Business Unit Manager. You will play a key role in overseeing and delivering the functions of an effective Safeguarding Partnership, ensuring that the Knowsley Children's Safeguarding Partnership Board is well managed and runs effectively.
- Lead the cultural, workforce and any other changes across your remit, as part of the Children's Social Care Improvement plan by creating the conditions for others to perform and innovate.
- Hold responsibility for quality assuring the standard of work across Children's Social Care and Early Help, driving changes necessary to improving practice that meet the expected standards of the Safeguarding and Quality Assurance service. This post is pivotal to identifying the areas where practice improvement is required and providing support for services in delivering these.
- Ensure compliance with the relevant statutory and regulatory requirements, policy, performance and practice standards across Children's Services, robustly challenging ineffective working practices and poor performance.
- Management of the role of Principal Social Worker providing leadership to the Children's Social Care workforce and ensuring the needs of the workforce are met through a robust workforce strategy.
- Contribute to the improvement of outcomes across Knowsley and the implementation of the council's statutory duties with key responsibility for the following services:



- Local Safeguarding Children's Partnership
 - Principal Social Worker
 - Practice Improvement Team
 - LADO
 - Independent Reviewing Officer Service
 - Child Protection Conferencing Chairs
 - Quality Assurance
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- Be responsible for the operation and performance management of a **range** of safeguarding services, including Child Protection Conferencing, Independent Reviewing Officers, Children's Rights and Participation and the coordination of abuse allegations against those who work with children.
 - Ensure that there is an accurate and shared understanding of the quality and impact of social work practice being delivered by children's social care and targeted services.
 - Maintain effective quality assurance and performance management arrangements to facilitate continuous improvement of service delivery and to monitor performance across all service areas.
 - Personally undertake case reviews, investigations and reviews of services as required, planning changes in practice and service accordingly.
 - Undertake individual case management reviews pursuant to Chapter 8, Working Together to Safeguard Children and represent the service on Serious Case Review Panels.
 - Ensure service delivery and development plans are produced and implemented in collaboration with managers and staff, other divisions and other agencies.
 - Oversee monthly audits in line with the service quality assurance framework and lead on service quality assurance activity.
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 - Hold services to account by identifying poor performance, monitoring service improvement and reporting outcomes and progress to the Interim Director for Children's Services, the Executive Management Team and the political leadership team.
 - Manage effectively and within agreed parameters and policies, all financial and human resources within the post's span of responsibility, including implementation of the agreed savings and investments as part of the Council's budget processes.



- Ensure the needs of the **workforce across local area** are well met through a robust workforce development strategy developed in partnership with the workforce and relevant partners that is reviewed and refreshed annually
- Play an active role on the key strategic partnership boards for Children's Services within the remit of the post and to deputise when appropriate for the Interim Executive Director (Children's Services).
- Ensure that the services delivered meet the requirements of the relevant Ofsted Framework and other regulatory bodies.

Corporate Duties and Responsibilities

- Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and effectively to the ever-changing pressures Children's Services face; whilst placing children and families at the heart of decision making.
- Support the Council's Corporate Management Team working with Elected Members, Executive Directors and Assistant Executive Directors and other Senior Officers to deliver the Council's vision, priorities and core values.
- Effectively contribute to the overall strategic management of the Authority by supporting the Chief Executive and Corporate Management team to develop & implement clear, long-term strategies, supported by appropriate legislation, policies and procedures.
- Carry out specific corporate roles and assignments as allocated by the Chief Executive or Corporate Management Team.
- Support elected members in undertaking their roles as community leaders and ward members.
- Represent the Council in regional and local networks ensuring that the reputation of the Council is effectively managed.
- To ensure the Council focuses on the most relevant outcomes for the people of Knowsley, all Managers are required to support and contribute to delivery of the five delivery priorities as identified in the Corporate Plan, that by 2030 Knowsley will be a place:
 - Where strong and safe communities can shape their future;
 - Where people are active and healthy, and have access to the support they need;
 - Where people of all ages are confident and can achieve their full potential;



- With a thriving, inclusive economy with opportunities for people and business; and
 - With welcoming, vibrant, well-connected neighbourhoods and town centres.
- Support the development and implementation of the Knowsley 2030 strategy.
- Model culture change within the service areas and promote communication that is clear, effective and transparent at all levels, both inside and outside of the Council.
- Drive the Council's agenda for excellent customer service, in collaboration with public, voluntary and private sector partners.
- Provide visible, united and clear leadership within the organisation, with the ability to effectively evaluate the quality of services and articulate plans for development and improvement.
- Keep up to date with existing and emerging national, regional and local policy and funding developments, joint ventures and other delivery models to ensure that Knowsley is at the forefront of innovative thinking on service design, commissioning and delivery.
- Lead on presentations and reports to Senior Officers and Elected Members.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.



Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.
- As a senior officer, you will be expected to support the Council's emergency preparedness, response, and recovery arrangements; this may include, but is not restricted to, participation in appropriate training and exercises, participation in our emergency duty officer rota, and attending Strategic and/or Tactical and/or Recovery Coordinating Groups with our multi-agency partners.