



Job description			
Job title	Service Manager – Children in Need and Child Protection		
Grade	PMG2		
Directorate	Children and Young People		
Service/team	Family Help and Protection		
Accountable to	Head of Service - Family Help and Protection		
Responsible for	Children in Need and Child Protection Teams		
JE Reference	B1364	Date Reviewed	16.07.26

Purpose of the Job

As a Service Manager, you will make a real difference for children, young people and families in Knowsley - working together to enable our children and young people to be safe, happy, healthy and achieving. You will play a pivotal leadership role in shaping and delivering high-quality services.

You will provide strategic and operational leadership to your service area, ensuring children, young people and families receive timely, effective and outcome-focused support. You will lead and inspire managers and practitioners, driving a culture of excellent practice, continuous improvement and innovation.

You'll work collaboratively with colleagues, partners and stakeholders to deliver positive outcomes and ensure Knowsley continues to meet its statutory responsibilities and ambitions for children and young people

Service Specific Responsibilities

The Service Manager for Children in Need and Child Protection is responsible for providing strategic and operational leadership across services supporting children and families who family need help and protection. The post holder will ensure robust assessment, planning and intervention for children in need and those subject to child protection plans, driving timely and effective decision-making that reduces harm and improves outcomes, supporting families to achieve sustainable change. They will oversee performance, quality assurance and compliance with statutory guidance,.



Working closely with partners across safeguarding, education, health, police and the voluntary sector, the Service Manager will lead a culture of high-quality practice, restorative relationship-based interventions and continuous service improvement.

Duties and Responsibilities

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.

Leading Outstanding Services

- Provide visible, inspirational and effective leadership across your service area to build a motivated, skilled and resilient workforce.
- Create a culture where children, young people and families remain at the heart of everything we do.
- Create an environment where people feel empowered, valued and able to perform at their best.
- Ensure services are safe, effective, responsive and compliant with statutory requirements.
- Champion continuous improvement, high standards of practice and a strong learning culture.
- Contribute to senior management and emergency duty arrangements.

Driving Quality and Performance

- Use your expert knowledge and understanding of relevant legislation, performance information, quality assurance activity, feedback, audits, reviews and service evaluations to drive practice and service improvement.
- Monitor outcomes, identify trends and respond proactively to emerging challenges while ensuring services are inspection ready.
- Promote accountability and evidence-based decision making.

Building Strong Partnerships

- Ensure the voices of children, young people, families and carers influence service development and decision-making.
- Develop and maintain productive relationships with education, health, social care, police, voluntary sector and community partners.
- Proactively represent the service at strategic and operational forums.
- Work collaboratively and constructively with stakeholders to design and deliver services that meet the needs of children, young people and families.
- Lead and contribute to transformational projects and partnership initiatives.

Contributing to the Wider Council

- Actively contribute to the strategic direction and leadership of the Directorate and Council.



- Identify, prepare and present relevant reports to senior leaders, elected members and partnership boards.
- Lead on complaints, inspections, reviews and regulatory activity as required.

Managing Resources

- Effective management of budgets, resources and service performance.
- Ensure services deliver value for money while maintaining quality and positive outcomes.
- Identify opportunities for innovation, efficiencies and service improvement.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

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.