

# Hertfordshire County Council

## Job Outline



**JOB TITLE:** Operations Director Children & Families  
**GRADE:** PMA  
**REPORTS TO:** Director of Childrens Services  
**DEPARTMENT:** Childrens Services

### Purpose of the Job

- To undertake the strategic management of social care services for children and families covering the work of MASH, Joint Child Protection Investigation Team, Assessment, multi-disciplinary Family Safeguarding, Children Looked After Services including the Newly Qualified Social Work Academy & Front Line teams.
- Recruit and retain sufficient qualified social work, family support and management staff to deliver high quality safeguarding and children looked after services.
- Oversee the workforce strategy to successfully deliver Children's Services' priorities through effective training, support and recognition of staff throughout Child & Family Services
- Lead the service to ensure statutory requirements and professional standards are fulfilled
- Deliver high performance against suite of National Indicators
- Ensure quality assurance mechanisms effectively improve service delivery and identify areas for development.
- Oversee the Legal Services SLA and ensure smooth running of the relationships between the Council and the Local Courts
- Undertake the Council wide strategic lead for Safeguarding and play a leading role in working with partners on the safeguarding and prevention agenda in Hertfordshire
- Take a leading role for HCC on Hertfordshire Safeguarding Children Board (HSCB) as well as chairing HSCB Improving Outcomes Group and serving as a member of Serious Case Review panel, County Domestic Abuse Strategic Board and overseeing the work of the Principal Social Worker
- Ensure HCC's reputation is enhanced by speaking at National Conferences, representing HCC on ADCS policy committees and other national policy groups when opportunities arise
- Undertake and lead where appropriate departmental responsibilities on e.g. Safer Staffing Board, Youth Justice Management Board, Families First Strategic Board
- Represent HCC within Eastern Region Sector Led and Peer Review improvement programme

## **Main Areas of Responsibility**

- To provide strategic leadership in the development and delivery of locally based services for investigation, assessment and family safeguarding services for child protection and family support services, permanence and long term children in care teams
- Play a powerful role in forging partnerships with and influencing local agencies to achieve continual improvement of multi-agency safeguarding and family support services and high standards in external inspection. To work with partners in the statutory, private and voluntary sector partnerships and the Hertfordshire Safeguarding Children Board to commission high quality and resource efficient services for vulnerable children and their families
- To ensure effective systems and processes are in place for performance management and improvement in line with departmental and Council wide systems and requirements
- To effectively manage extensive and volatile budget and income streams including partnership funding arrangements to ensure quality and value for money in accordance with the Council financial regulations
- To ensure effective systems are in place to incorporate the views and involvement of children, young people and carers into service planning and decision making
- Be a chief source of safeguarding leadership across the council and wider partnership and provide expert advice to members, council committees and senior management teams
- To lead preparation for external inspection of multi-agency safeguarding, children looked after and early help services
- To lead on work force strategy for children's services to make Hertfordshire a national and regional centre of excellence for social work and national policy initiatives e.g. Sector Led Improvement, Child & Social Work Act,, Family Safeguarding. Ensure staff have development opportunities and skills to deliver high quality safeguarding and children looked after services including the recruitment and retention of qualified staff

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **Criminal Background Check**

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

## **Equality and Diversity**

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on [hertfordshire.gov.uk](http://hertfordshire.gov.uk), on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

- Educated to degree level or equivalent
- Professional qualification in social work & registration with HCPC
- Demonstrable experience of Children's Services management at a senior level
- Experience of leading work in the partnership arena
- Management qualification and/or relevant experience

- Ability to lead, motivate and develop staff in a complex organisation
- Excellent oral and written communication skills and the ability to analyse and interpret information and communicate ideas and vision to a range of internal and external audiences
- Considerable interpersonal and political skills required to persuade, negotiate and influence at the highest level
- Ability to lead in a collaborative way to achieve goals and targets within the organisation and in the wider arena of children's services