**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| Job Title: | Senior Quality Assurance Service Manager |
| Salary: | £63,576 - £67,003 |
| Grade: | 16 |
| Hours: | 37 hours - we are open to discussions about flexible working. |
| Team: | Safeguarding  |
| Service Area: | Children’s Directorate  |
| Primary Location: | This is an agile role across all children’s operational teams but primarily with IROs and Service Managers based in 3 locations across the county.  |
| Budget responsibility: | Staffing budget. |
| Responsible to: | Head of Safeguarding  |
| Responsible for: | Statutory Quality Assurance practice aligned with CEF Quality Assurance Framework  |
| Political Restricted Post: | No |

## Job Purpose

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| This is a brief overview of the key objectives of the job and the context within Children’s Services.Children’s services are highly regulated to ensure we offer the best quality practice and provision to children and families in Oxfordshire. We continually strive to improve, and quality assure our practice to ensure we are achieving the best possible outcomes. This new post aims to strengthen the quality of our statutory quality assurance functions through integrated alignment with practice improvement and inspection readiness colleagues within the umbrella of our Quality Assurance Framework and across the safeguarding partnership. This senior management role reports to the Head of Safeguarding, complementing, and linking closely with the Principal Social Worker, Practice Development and Inspection Readiness functions, to create a streamlined approach for achievement of high practice standards and improved outcomes for children and families in Oxfordshire. It will play a key role in ensuring excellent practice for the most vulnerable children and young people, in particular child protection andchildren in care.Accountable for the Quality Assurance Safeguarding and Review teams, this post will work alongside all staff across the “whole service” to support a culture and environment of learning to lift and improve practice, providing open, transparent and objective dialogue across all levels of management surrounding practice and service delivery.  |

## Job Responsibilities

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| This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake.* Responsibility for delivery of a modern, high quality, compliant and integrated G15 Independent Reviewing Officers and Child Protection Chairs service.
* Ensuring delivery of high quality robust internal challenge and improvement activity in accordance with legal requirements and departmental policies and procedures.
* Delivery of a range of proactive and reactive quality assurance activities which help maintain and improve the standards of delivered to children and young people.
* Line managing G16 Quality Assurance Service Managers’ oversight of Safeguarding and Review Teams (IROs and CP Chairs), ensuring compliance with statutory and quality requirements for Children We Care For and those subject to Child Protection plans.
* Sharing responsibility with other strategic and operational QA teams for support and delivery of CEF Quality Assurance Framework and achievement of its aims.
* Working proactively with agency partners to create effective joined up practice and approaches to improve outcomes for children.
* Training, auditing, moderating, “closing the loop” activity and ensuring action plans from these are achieved.
* Contributing to inspection readiness.
* Improving systems – working with colleagues across ICT, finance, commissioning, and brokerage to support the ongoing development of quality assurance activity across children’s services, ensuring there are sound processes in place, that performance information is accurate and up to date, and to communicate changes and updates to staff of expected performance and delivery.
* Co-production – supporting the development of co-production activity with children and families in Oxfordshire, while promoting the specific statutory requirements of IROs and CP Chairs in relation to independent advocacy and paramountcy of the child’s voice.
* Maintaining links, knowledge and understanding of operational teams and how they are working.
* Keeping up to date with and work within all relevant children’s policies and procedures.
* Responsibility for supporting the update and co-ordination of policies and procedures.
* Acting as Fostering and Adoption Agency Decision Maker.
* Representing Children’s Services at OSCB Performance and Quality Assurance Subgroup.
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# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through the application form (A) and optionally - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria 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.

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| Essential Criteria | Assessed By: |
| Social Work qualification, clear enhanced DBS and ability to work/travel across the county | A |
| Experienced at service manager level, with proven staff management experience and relevant skills to inspire and encourage good practice. | A, D, I, P,T  |
| Track record of successful statutory children’s service delivery, management, evaluation and development.  | A, I, P, T |
| Comprehensive knowledge of relevant legislation and statutory guidance. | A, I, P, T |
| Lead and oversee continuous service improvement across the directorate, and primarily that delivered by statutory Independent Revewing Officers and Child Protection Chairs in partnership with other quality assurance colleagues.  | A, I, P, T |
| Ability to analyse perfomance data and successfully address trends which indicate systemic weaknesses. | A, I, P, T |
| Ability to build relationships and work “with” internal and external colleagues to achieve results.  | A, I, P, T |
| Innovate and design quality assurance services to respond to aspirational priorities and to ensure children and young people, parents, carers are actively involved in the development of policies, practice and services to develop improved outcomes. | A, I, P, T |
| To manage allocated budgets and ensure that resources are deployed tobest effect, are appropriately monitored and controlled to ensure cost effective service delivery and value for money. | A, I, P, T |
| To undertake other duties commensurate with the grade of the post as agreed with the Head of Service. |  |
| Desirable Criteria | Assessed By: |
| Expereince of project management  | A |
| Experience of Power Bi and other Microsoft products such as Forms, SharePoint, Flow | A |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [x]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [x]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [ ]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [x]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [x]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [x]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):       |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.