

JOB SUMMARY

Post Title	Quality Assurance Service Manager						
Job Family	<i>Service Delivery</i>	Pay Range	15	Line Manager to others?	Yes	Role profile ref	<i>SD15</i>
Service Area	<i>Children's Social Care</i>						
Line Manager	<i>Service Director Children's Social Care</i>						
Location	<i>County Hall and Agile</i>						

Job Purpose

To lead the development, implementation, and continuous review of the Children's Services Quality Assurance Framework, ensuring it reflects local priorities, statutory responsibilities, and drives high-quality practice across the service. The postholder will provide strategic advice to the Director and senior leadership team on all aspects of quality assurance, performance, and service development.

They will be responsible for the Child Protection Conference and Independent Reviewing Service, ensuring statutory duties are met and that oversight and scrutiny are embedded within the service.

The role will champion a culture of learning, accountability, and improvement, engaging staff and partners in the co-design and co-delivery of services that meet the needs and expectations of children and families.

This postholder will have direct line management responsibility for the Complaints & LADO service, the Lead Independent Reviewing Officer, and the Audit & Practice Improvement Officer, ensuring these functions contribute to a robust safeguarding and quality assurance system.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Key responsibilities: Ensure the development and implementation of the annual audit activity schedule and ensure audit findings, learning from complaints and feedback from children and families is used to drive practice improvement, inform training needs, and shape service planning for all children services and teams.
- Oversee and coordinate internal lessons learned reviews and present findings to the service director executive director, safeguarding partnership and council members
- To deputise for the Children's Service Director as the Agency Decision maker for fostering and adoption and adjudicator for Stage 2 complaints.
- Coordinate and present monthly quarterly and annual performance reports for Quality Assurance service for senior leaders within the council and the Isle of Wight safeguarding partnership.
- Represent Children Social Care and be the link person for the Isle of Wight safeguarding partnership meetings and Panel's, including participation in the Isle of Wight Partnership subgroups and the Corporate Parenting Board.
- Take the lead in ensuring children social care contribute to and engage with the child death overview panel.
- To manage resources and oversee the budget and spend for the Quality Assurance service.
- Ensure continuous learning and development of all staff and evidence-based practice by encouraging application of research, taking a leadership role in transformation, continuous practice improvement and inspection preparation and readiness.

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- To keep abreast of national and regional initiatives that impact on the service delivery of services to children and families and work alongside the Service Director and other Service leads to ensure these are implemented in a timely manner to support good outcomes for children on the Isle of Wight.
- To ensure children social care practice standards and children's services policies are regularly reviewed and updated and in line with statutory legislation and guidance and local safeguarding partners i.e. Police, Health and Education
- These duties are illustrative and not exhaustive. The post holder will be expected to become involved in range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Expert knowledge of the service area, the authority and partnership organisations and understanding of the political agenda impacting on them.	<ul style="list-style-type: none"> • <i>Extensive post qualification experience (e.g., DipSW) and extensive experience managing assessment and safeguarding service – (including child in need, child protection, public law outline and care proceedings)</i> • <i>Proven ability to work in partnership with other agencies and across departments, to identify opportunities which will provide benefits to children and young people and the department.</i> 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	
Substantial experience of planning and delivering specialist legal / statutory / regulatory / customer / stakeholder / community engagement services within a large / complex organisation, with expert professional knowledge and experience.	<ul style="list-style-type: none"> • <i>Proven commitment to the development and continuous improvement of high-quality services</i> • <i>Substantial experience of the development and management of resources (which could involve capital resource, workforce, and environment) to ensure that an effective and efficient service, in line with assessed needs, is provided by competent teams.</i> • <i>Substantial experience of identification, analysis, reporting, control of and monitoring of risks inherent in Social Care</i> • <i>Experience of authorisation of expenditure within agreed limits</i> 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	D
Expert knowledge of the service and partner relationships and wider sector / external influences. Significant experience of leading in multi-disciplinary and partnership working. Experience in chairing case conferences / partnership events.	<ul style="list-style-type: none"> • <i>Expert knowledge and experience of working with other agencies and disciplines.</i> • <i>Proven ability to pursue maximum integration of services, consistent with partnership agencies statutory responsibilities.</i> 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	
Expert knowledge and understanding of the legislation, regulations, systems, policies, procedures, professional guidelines, best practice and emerging developments (including the political agenda) which impact the service area. Experience in assessing the impact of	<ul style="list-style-type: none"> • <i>Extensive knowledge of and experience of working with legislation and policies in the respect of specialism e.g., Children and Families, Mental Health, Community Care.</i> 	E	

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legislation and ensuring organisational / stakeholder compliance.	<ul style="list-style-type: none"> Proven ability to keep up to date with changes in legislation. 	E	
Experience in developing policy, procedures and standards and contributing to strategic direction, in a changeable area of work.	<ul style="list-style-type: none"> Secure understanding of department objectives and corporate strategy and how these link together Experience of driving continuous improvement through the application of a Quality Improvement Framework, Quality Improvement Plan, self-evaluation, and Ofsted inspections thereby providing best outcomes for children and families. Evidence of ensuring evidence-based research informs the planning process. Experience of development, interpretation and implementation of policy internally and externally. Proven ability to ensure national, corporate, and departmental objectives are reflected into local planning and policy development. Proven ability to develop, design, and implement new initiatives which will benefit future services. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	D
Substantial experience of representing the Council / organisation in a professional / legal capacity.	<ul style="list-style-type: none"> Proven ability to act as adviser to staff, Councillors, and national bodies. Experiencing of linking service delivery to users and the strategy of a local authority, departmental and Government legislation. 	E	D
Excellent interpersonal skills. Authority and credibility to build relationships and engage successfully with colleagues, partners and customers at all levels. Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes in complex or politically sensitive situations.	<ul style="list-style-type: none"> Substantial experience of providing leadership which give staff a clear vision, which inspires and motivates, ensuring they are working towards agreed objectives. Managerial knowledge of and experience with staff management procedures. Proven ability to communicate effectively, thereby ensuring that national, corporate, and departmental objectives conform with local plans and that staff understand the department's key priorities and their role in the delivery of these objectives. Extensive experience of developing teams and individuals through supervision and performance development to ensure a competent, confident workforce that meets statutory requirements and performance targets. Substantial experience of successfully dealing with internal and external disputes, complaints, and grievances. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
Authority and credibility to build relationships and engage successfully with colleagues, partners and customers at all	<ul style="list-style-type: none"> Substantial experience of establishing key links with partner agencies 	E	

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levels in complex or politically sensitive situations.	<ul style="list-style-type: none"> <i>Proven experience of active involvement in sector meetings and contribution to sector planning and objective setting</i> <i>Proven ability to develop and maintain effective working relationships to deal with operation issues across and within the client group.</i> 	E	
Initiative, strategic and political awareness demonstrated in innovative approach to problem solving and decision making.	<ul style="list-style-type: none"> <i>Ability to demonstrate a strategic vision.</i> <i>Ability to adopt a pivotal role in the communication and negotiation with other organisations (national and local) to establish and develop partnerships which reflect delivery of service objective and priorities for the department.</i> <i>Substantial experience of the development, design, and implementation of new initiatives which benefit future services.</i> 	E	D
Excellent planning and organisational skills with experience of managing and delivering a service to organisational requirements.	<ul style="list-style-type: none"> <i>Excellent knowledge and proven experience of business planning</i> <i>Proven ability to successfully manage and make effective decisions with conflicting priorities.</i> <i>Proven ability to effectively deploy resources to ensure service delivery.</i> <i>Good understanding of budget monitoring and reporting systems</i> <i>Proven ability to manage a range of budgets to maximise their effective deployment including regular monitoring and reporting.</i> <i>Proven ability to contribute to the overall budget planning of a department.</i> <i>Substantial experience of achieving performance development objectives both personally and for the operation teams in terms of service delivery</i> <i>A secure understanding of how the sector can help deliver services to the people of Isle of Wight</i> <i>Extensive experience of the development and implementation of training strategies.</i> 	E E E E E	D D D D
Good ICT skills including use of Microsoft applications and specialist systems.	<ul style="list-style-type: none"> <i>IT Literacy – able to use IT / run reports / to use or quickly learn to use relevant IT information and data capture systems including ICS and SAP</i> <i>Good analytical skills</i> <i>Knowledge of and experience with budget / financial management processes and ability to demonstrate competence</i> 	E E E	

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Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		E	
Educated to degree standard or equivalent.	<i>Qualified Social Worker (Social Work degree, DipSW) – minimum 5 years</i>	E	
Relevant professional /vocational qualification.	<i>Management Qualification</i>		D
Post graduate qualification may be required.			
Other Requirements			
<ul style="list-style-type: none"> • <i>Registration with Social Work England</i> E • <i>Enhanced DBS Check</i> E 			
Organisation Structure (optional)			