# Job description

**Job Title:** Reviewing Service Manager

**Location:** Observatory House

**Responsible To:** Head of Quality Assurance and Safeguarding

**Salary:** £57,940 - £63,616

If you’re looking for a challenging yet rewarding role, one where you’ll be supported every step of the way, Slough Children First could be the place for you.

We want all of our children to be Happy, Safe & Loved, Thriving.

We are proudly one of the most ethnically diverse local authorities in England with 64% of the population coming from Global majority backgrounds in 2021. A further 12% of the population were from a white non-British background. We also have one of the youngest populations in the UK where nearly 28% of the population is aged under 18, compared to 21% nationally.

In the past year, we have made significant progress for our looked after children and have had a range strategies approved by cabinet, including: The Participation Strategy – a strategy written in partnership with key stakeholders to improve Slough’s approach to Participation and making sure that all voices can be heard; The Children’s Sufficiency (Placements) Strategy and The Early Help Strategy - a strategy with input from several of our stakeholders which sets out Slough’s vision for early help services.

We are one of the most accessible places to be, nestled on the corner of the M25, M4 and M40, and less than 20 minutes by train to Central London.

To apply for this role, please visit: [Vacancies | Slough Children First](https://sloughchildrenfirst.talosats-careers.com/vacancies?what=&where=&iso=gb&radius=30#vacancies-section-filters)

# Purpose

As a member of the Quality Assurance and Safeguarding Service, this post is directly responsible for providing an independent (of case management), high quality service for children subject to child protection plans and for children and young people looked after (CLA).

The post holder will contribute to the evaluation and quality assurance of Slough Children First (SCF) in the delivery of its child protection and looked after children services and will alert senior managers to service successes and failures.

# Main Accountabilities

* To support the Head of Service in providing strong leadership for the service area based on a clear vision for the outcomes to be achieved for children on child protection plans and children looked after
* To manage the administration and chairing arrangements for initial and review child protection conferences, statutory reviews of CLA, in accordance with relevant legislation and guidance
* To provide good quality supervision and professional support to IRO’s and CP Chairs
* To ensure the views of children and young people subject to these procedures are given full consideration, recorded, and acted upon wherever possible
* To provide consultation, advice, and information to operational staff in Children’s Services and in other agencies (as requested) on matters relating to Child Protection Conference and in relation to CLA reviews
* To provide expert advice and inform strategic priorities, development and improvement activity supporting SCF to achieve its vision successfully
* To lead on specific projects that support the ongoing improvement and development of the Reviewing Service and SCF’s vision and priorities
* To provide robust and effective challenge within SCF at all levels of the organisation
* To resolve conflict at the earliest opportunity, and where this is not possible, to implement the agreed escalation procedure
* To embed a culture of learning and reflection within the Reviewing Service and to share learning across SCF

* To work closely with partners, ensuring their contribution to the CP and CLA processes are meeting the required standard of Working Together 2018 and Care Planning Regulations and provide robust partnership challenge when this is not the case
* To contribute to the operation of the Slough Safeguarding Partnership supporting and participating in activity as relevant
* To contribute to the development of quality standards, performance indicatorsand best practice in line with the Quality Assurance and PerformanceManagement frameworks, including ensuring these are sensitive to ethnic,cultural, and religious needs and those of other disadvantaged groups
* To participate in the monthly audit programme and carry out thematic audits to monitor quality within the Reviewing Service
* To produce quarterly and annual management accountability reports on the Reviewing Service performance and activity
* To plan, monitor and deliver the Reviewing Team’s performance using managementinformation systems and regular direct observation of work
* To provide managementoversight to ensure that risk is identified and managed in a timelyway that is sensitive to the needs of the community in Slough
* To develop effective liaison with Managers and Heads of Service and challenge (respectfully), scrutinising practice, ensuring continuous improvement, and identifying capability gaps within the service and takingappropriate action to improve staff performance

# Person specification

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| **Education, Training & Experience** | **Essential / Desirable** |
| Significant experience at a management level in children’s services  A proven track record of working positively with a range of partner organisations to achieve measurable and sustained success  A successful track record and background of consistent achievement in managing change, optimising best value and quality services through the management of services  Successful management of staff including the resolution of conflicting interests and priorities  Evidence of achievement and a clear understanding of equal opportunities in employment and service delivery  Evidence of successful collaborative working with a range of internal and external agencies and stakeholders, including staff, elected members, trade unions, external partner bodies and customer/community groups  Knowledge and understanding of children’s services, statutory duties, responsibilities, and policy requirements  An understanding and knowledge of public sector policy and performance frameworks relating to services for children and young people and families  Professional Social Work Qualification  Up to date registration with Social Work England  Management Qualification  PEPS trained or willingness to complete | E  E  E  E  E  E  E  E  E  E  D  D |

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| **General & Specific Knowledge** | **Essential / Desirable** |
| Ability to inform, listen, support, and motivate the team    Ability to challenge inadequate performance or unacceptable behaviour    Translate Service Plans into team plans, using these to manage and monitor work    Ability to manage business processes to ensure efficiency and effectiveness    Ability to effectively collaborate with other services    Identify and implement customer focused improvements    Ensure team works to support corporate activities    Ensure team members capture and share information appropriately    Deal effectively with current issues    Ability to adapt within existing plans    Aware of areas of ambiguity and risk    Excellent verbal, written and IT Skills to produce clear literate and appropriate reports/correspondence ensuring comprehensive use of IT systems for case recording | E  E  E  E  E  E  E  E  E  E  E  E |

# Our Values

## Child-focused

Committed to outcomes for children and their families which ensure they are safe, secure and successful; putting the voice of the child at the heart of everything we do and delivering customer driven services, in collaboration with our colleagues and partners; working to improve lives and ensure effective safeguarding; offering the right support needed; working efficiently, so resources can be maximised for our children, young people and families; ensuring clear and appropriate communication.

## Honest and respectful

Being honest and respectful, as part of an inclusive culture where our communication is always professional; where everyone counts and knowledge of families and individuals, including cultural identity, along with their feedback and opinions are respected and recognised; a working environment where disrespectful and unprofessional behaviour is challenged; transparency and accountability in all decision-making.

## Improving constantly

Aspiring to achieve our vision through our everyday work, strong leadership and management; working to develop as an organisation and as individuals; a learning culture which reviews best practice, learns from mistakes and ensures customers have suitable opportunities to feed back and uses all available insight to measure progress and implement change; working flexibly to deliver the best value-for-money services.

## Looking ahead

Moving in the same direction with an ambition to provide excellent services, based on insight and smart working, while keeping the voice of the child at the heart of the organisation; benchmarking, horizon-scanning and anticipating challenges; working to identify opportunities to be cost-effective and future proof our organisation; identifying challenges and working towards solutions.

## Delivering together

Working as one organisation through solid teamwork to deliver the best services for children and young people; taking ownership and responsibility to ensure individuals, teams and the wider organisation delivers on aims; building strong relationships with all our customers to secure the best outcomes to make our children safe, secure and successful; connecting with other teams and partners to enhance services and improve efficiency.

# What our existing team love about Slough Children First

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“This is an exciting place to work. We continue to learn and grow and our accessible senior management team massively helps this process.”

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“It feels like ‘home’ - support, supervision, access to training and career progression are second to none.”

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“I continue to be excited about our improvement plans and working for an organisation where good outcomes for children are our focus.”

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“The innovative changes taking place in Slough are redefining and redesigning the services offered to children and young people.”

# Why we think you’ll love working for us

Slough Children First is an exciting place to be. We’re on a journey to improve services to vulnerable children and their families in Slough and we’re making great progress. We want to be the best and we’re looking for people with the skills, drive, energy and ambition to help us get there!

Here are some of the reasons our existing staff love working here:

* Market supplement of up to £5,600 for frontline social workers, depending on role
* Retention reward of £1,000 after 18 months for frontline social workers
* Relocation packages
* Manageable caseloads
* Clear career pathways
* Excellent training and development opportunities
* Tusker personal car lease scheme
* Access to the Blue Light card offering discounts at hundreds of high street and online stores
* New social work operating model
* Use of electric pool cars and bikes
* Staff recognition
* Flexible working
* Agile working supported by technology
* Friendly working environment and great colleagues
* Less than 20 minutes by train to Central London
* Terrific central location (close to M4, M40 and M25)

On top of all that, Slough is one of the most diverse places in the country outside of London and a great place to live or work. In fact it’s the best place to live or work according to a survey by Glassdoor. Pleasant environments, above average salaries and a lower cost of living, mean an increased quality of life for employees.

If you’re looking for a new challenge and want to be part of an exciting journey to turn children’s services around in Slough then come and join us.

# Safeguarding

Slough Children First works within the statutory guidance, Working Together to Safeguard Children 2018, and all our policies and procedures can be viewed at:

https://www.proceduresonline.com/berks/slough/index.html

Sometimes we may need to share information and work in partnership with other agencies, when there are concerns about a child’s welfare. We will ensure that our concerns are discussed with parents/carers first, unless we have reason to believe that such a move would be contrary to the child’s welfare.

The GDPR and Data Protection Act 2018 place greater significance on organisations being transparent and accountable in relation to their use of data. All organisations handling personal data need to have comprehensive and proportionate arrangements for collecting, storing, and sharing information.

The GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe.

We actively support the Government’s Prevent Agenda to counter radicalism and extremism.

Our Designated Safeguarding Lead is Sandra Davies, Head of Quality Assurance and Safeguarding.