



Job Description

Assistant Head of Service – Children's Residential Services

Job Details	
Grade	6
Number of Posts	1
Department	Commissioning and Corporate Parenting / Children's Residential Services
Reporting to	Head of Service

Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trust's objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

Our Vision:

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:

- healthy, happy, resilient children living in families.



- families able to make positive changes.
- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

Our Values:

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

Overview of the role:

Support the Head of Service and Responsible Individual in providing visible, effective and values-led leadership across the children's residential service.

Provide operational oversight of designated children's homes and managers, securing safe, consistent and high-quality care and improved outcomes for children and young people.

Ensure designated services operate in accordance with relevant legislation, regulations, quality standards, Trust policies and agreed improvement priorities.

Deputise for the Head of Service when required, within formally delegated authority. The statutory accountability of the Responsible Individual remains with the appointed postholder.

Translate strategic priorities into clear operational plans, robust performance management, effective risk control and sustainable service improvement.

Key Responsibilities:

Leadership and service management

- Provide clear operational leadership and direction to Registered Managers and other designated managers, establishing high expectations and a culture of accountability, learning and continuous improvement.
- Work collaboratively with the Head of Service to agree priorities, allocate resources and ensure that strategic and operational objectives are delivered.
- Deputise for the Head of Service at internal and external meetings and provide informed advice, assurance and escalation on service performance, quality and risk
- Lead defined workstreams, projects or service areas that may change in response to business need.
- Model calm, authoritative and relational leadership, promoting the Trust's high-support, high-challenge culture.



Quality, safeguarding and regulatory compliance

- Maintain effective oversight of the quality and safety of care across designated homes, ensuring that children's welfare, rights, lived experience and outcomes remain central to decision-making.
- Ensure compliance with the Children's Homes Regulations 2015, associated quality standards, statutory guidance and relevant Trust procedures.
- Scrutinise Regulation 44 reports, quality-of-care reviews, audits, complaints, safeguarding information and other assurance evidence; ensure that learning is translated into timely action.
- Identify, assess and escalate safeguarding, operational, workforce and regulatory risks, ensuring that proportionate mitigation and contingency arrangements are in place.
- Support the Head of Service and Responsible Individual in maintaining constructive and transparent relationships with Ofsted, including timely notifications, action plans and evidence of improvement.
- Ensure robust arrangements for allegations, complaints, serious incidents, missing episodes, restraint, medication, health and safety and other areas of regulated practice.

Performance and improvement

- Use qualitative and quantitative information to monitor performance, identify variation and hold managers to account for timely improvement.
- Establish clear objectives, milestones and success measures for service and home-level plans, taking corrective action where progress is insufficient.
- Lead and contribute to audits, themed reviews, service evaluation and improvement activity, ensuring feedback from children, families, advocates and partners informs change.
- Promote evidence-informed and trauma-responsive practice, strengthening consistency, reflective learning and the sharing of effective practice across homes.
- Prepare accurate, concise and balanced reports for senior leaders, governance forums and external scrutiny.

Workforce leadership

- Provide reflective supervision, appraisal, coaching and professional challenge to direct reports in accordance with Trust policy.
- Ensure managers maintain safe staffing, effective rotas, suitable skill mix, induction, probation, learning and development and succession arrangements.
- Work with Human Resources colleagues to manage recruitment, attendance, capability, conduct, grievance and organisational change processes fairly and promptly.
- Promote staff wellbeing, psychological safety and professional curiosity while ensuring individual and collective accountability.
- Champion equality, diversity, inclusion and anti-discriminatory practice in employment and service delivery.

Resources, commissioning and business continuity

- Manage delegated budgets and resources effectively, ensuring appropriate controls, value for money and transparent decision-making.
- Monitor demand, occupancy, sufficiency, staffing and placement pressures, using this information to support planning and service development.
- Contribute to procurement, commissioning and contract-management activity relevant to residential provision.
- Ensure each designated service has effective emergency, contingency and business-continuity



arrangements that are understood and tested.

- Identify opportunities for innovation and efficiency without compromising safeguarding, quality or children's outcomes.

Partnership and participation

- Build effective relationships with children, families, social work teams, health, education, police, advocacy, independent visitors, commissioning colleagues and community partners.
- Ensure children and young people are listened to, informed and involved in decisions about their care and in the design and evaluation of services.
- Represent the service professionally in multi-agency forums and contribute to wider corporate parenting and sufficiency priorities.
- Manage professional disagreement constructively and ensure concerns are escalated through appropriate channels.

General accountabilities

- Maintain accurate, secure and timely records and make effective use of the Trust's information systems.
- Act in accordance with the Trust's policies, financial regulations, standing orders, information-governance requirements and code of conduct.
- Maintain professional knowledge and undertake continuing professional development relevant to the post.
- Undertake other duties commensurate with the grade and level of responsibility, as determined by the Head of Service.

Supervision and decision-making

- The postholder will plan and prioritise their own work within objectives agreed with the Head of Service.
- The postholder will exercise delegated operational and managerial authority across designated services and will escalate decisions outside that delegation.
- The postholder may supervise Registered Managers and other designated managers. The precise span of control will be determined by the service structure and business need.

Special conditions

- This post is exempt from the Rehabilitation of Offenders Act 1974 and is subject to an enhanced Disclosure and Barring Service check.
- The role requires flexibility to work outside normal office hours where service need, emergencies or regulatory responsibilities require it.
- The postholder may be required to work across Trust sites and children's homes and to participate in senior management or emergency cover arrangements.
- Appointment is subject to satisfactory pre-employment checks and any professional registration requirements specified by the Trust.



Key Information

Is a Safeguarding Check needed? (*DBS and Experian background checks*)

Dropdown Options:

Not Required	
Required	X

If Required, what type:

	Children	Adults	Children and Adults
Basic			
Enhanced			X

Will this position have Line Manager responsibility?

Dropdown Options:

Yes	X
No	



Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	Essential	Method of Assessment (M.O.A)
Qualifications	Relevant degree-level qualification or equivalent professional experience.	AF/Q
Qualifications	A recognised management or leadership qualification, or evidence of equivalent senior management development.	AF/Q
Qualifications	Where the postholder is required to give professional social work advice, registration with Social Work England.	AF/Q
Experience	Detailed knowledge of children's residential care legislation, the Children's Homes Regulations 2015, quality standards and associated statutory guidance.	AF/I
Experience	Strong understanding of safeguarding, corporate parenting, trauma-responsive care, children's rights and the factors affecting children in care.	AF/I
Experience	Understanding of inspection, quality assurance, performance management, workforce planning, risk management and service improvement.	AF/I/E
Experience	Substantial successful management experience in children's residential care or a closely related regulated children's service.	AF/I



Experience	Experience of managing managers and leading services through challenge, change or improvement.	AF/I
Experience	Experience of analysing quality and performance information and converting findings into robust improvement action.	AF/I/E
Experience	Experience of safeguarding decision-making, risk escalation, complaints or incident oversight in a complex service.	AF/I
Experience	Experience of budget, resource and workforce management.	AF/I
Experience	Experience of partnership working with senior leaders, regulators and multi-agency professionals.	AF/I
Skills and Abilities	Visible, credible and compassionate leadership, with the ability to combine support with constructive challenge.	AF/I/P
Skills and Abilities	Sound judgement and the confidence to make and record defensible decisions in complex or urgent circumstances.	AF/I/E
Skills and Abilities	Ability to communicate clearly and influence diverse audiences through concise reports, presentations and professional dialogue.	AF/I/P
Skills and Abilities	Ability to plan, prioritise and deliver across competing demands while maintaining oversight of risk and quality.	AF/I/E
Skills and Abilities	Ability to coach, supervise and develop managers and build a consistent, accountable leadership culture.	AF/I



Skills and Abilities	Commitment to listening to children and embedding their views and experiences in service development.	AF/I
Skills and Abilities	Demonstrable commitment to equality, diversity, inclusion and anti-discriminatory practice.	AF/I
Other	Flexibility to work across locations and outside standard hours where required by service need.	AF/I
Other	Ability to meet the Trust's safer recruitment, safeguarding and pre-employment requirements.	AF/Q

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.

