



Job Description

Head of Independent Review Service

Job Details	
Grade	7
Department	Quality Assurance
Reporting to	Director Quality Assurance

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 Trusts 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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

Key Responsibilities

- To lead an area of children's social care, ensuring that team is well supported and challenged and all services are delivered effectively and in line with policy and statutory requirements
- To lead and manage a group of independent Reviewing Officers or similar staff, supervising, supporting and holding them to account in order to deliver best practice
- Within corporate systems and processes, ensure that your service area has the right staff, skills, support, and enabling environment to deliver services effectively
- To support the Director of QA for your service and work collaboratively with other heads of service to deliver the best outcomes for children and families
- To work positively and collaboratively with all members of the wider children's services leadership team, including all head of service colleagues to help develop policy and practice, including taking a city-wide role in leading development in an agreed service area when required
- To build partnerships with other parts of the Council and between local agencies including Health, Police, schools, the private, voluntary and community sector, both to develop more effective policy and guidance and to improve collaborative working and provide better services and outcomes for children and families.
- To engage in debate and discussion internally and with partners about how we can improve the way we work and make our services more effective and efficient
- To demonstrate positive leadership that reflects a clear belief, positive commitment and determination to secure good outcomes for children and young people in line with our vision and purpose
- To be responsible and accountable in-service area for quality assurance and performance, in line with the vision and purpose for children's services
- To lead and manage the service to ensure that the service is delivered effectively and efficiently, without delay, and works in openly and collaboratively with families and partners to deliver positive outcomes for children and young people.
- To manage, support and hold to account the staff you are responsible for, ensuring they are working efficiently and in line with agreed policy and practice guidance



<ul style="list-style-type: none">• To supervise and performance manage direct reports and ensure that all staff receive good support and supervision, in line with policy, and have regular team/ service meetings• To be responsible and knowledgeable about the performance of your service area, taking remedial action quickly and sorting out problems as soon as they arise, including challenging and not tolerating poor practice.• Ensure that your service area is developed within the financial envelope allocated and constantly consider how service can be delivered more efficiently.• Ensure that appropriately able and skilled staff are recruited, when necessary, Ensure the learning and practice development needs of your service and staff within it are met, in liaison with staff development• Ensure that complaints and concerns from families, partners, elected representatives and others are looked into and responded to without undue delay and in a spirit of openness and learning. Ensure that your service has mechanisms to get feedback from children and families and others and use this within the service to improve.• Lead a learning culture that encourages debate and discussion within the service, encourages reflection and learning from practice and from evidence-based research.• As Head of Service, contribute actively to the children's services wider leadership team, work collaboratively with colleagues and lead in specific areas of development as required• To promote equality of opportunity, diversity and inclusion in service delivery and in workforce• Ensure that all work is recorded in line with recording policy and that recording reflects child's story and journey and is coherent, accurate, evidence based and proportionate• To build collaborative relationships with stakeholders (internal and external) and provide leadership to improve working together for the benefit of children and young people• To provide clear leadership, clarity and direction, with specific focus on practice in line with agreed vision and policy• To be responsible for leading specific service areas; these can be changed as needed by Children's Services design, development, or efficiency• To undertake any related task or development work as required to improve the overall function of Children's service within the City.
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Key Information	
Is a Safeguarding Check needed?	<ul style="list-style-type: none">• Yes
Will this position have Line Manager Responsibility?	<ul style="list-style-type: none">• 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	Method of Assessment (M.O.A)	ESSENTIAL
Qualifications	AF/Q/I	Educated to Degree level or equivalent and holds a recognised relevant professional qualification
Qualifications	AF/Q/I	Direct Social Work Management & Supervision – holds a Social Work professional qualification.
Qualifications	AF/Q/I	Management development
Experience	AF/I	Substantial experience of front-line practice management [minimum five years post-qualified]
Experience	AF/I	Experience of multi-agency working and delivery of services.
Experience	AF/I	Experience of managing and promoting change, considering options, assessing risk and taking forward new initiatives
Experience	AF/I	Experience of budget management.
Experience	AF/I	Experience of successfully implementing project management and operational activities
Experience	AF/I	Experience of staff management, HR, and dealing with performance, supporting and enabling staff
Experience	AF/I	Experience of using learning and research to shape service improvement



Skill	I/P	1. Able to communicate effectively orally and in writing using plain English across a range of contexts including the ability to create and deliver concise, engaging and accurate information to a range of audiences, adapting style and content to needs of audience and checking understanding
Skill	AF/I	Evidence of persuasion and influencing skills at management level including over a range of contentious issues.
Skill	AF/I	Ability to write in plain English, understand and interpret written reports and policy documents, including the ability to evaluate the arguments.
Skill	I	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016
Skill	AF/I/P	Able to build and motivate a team/ service area, creating a positive environment which encourages open discussion and innovation, supports performance, builds capability and enables professional development.
Skill	I	Ability to set clear direction, objectives and responsibilities, assumes accountability and inspires others by acting with integrity – role modelling BEST values
Skill	I	Ability to collaborate with and develop staff at all levels of the organisation to achieve a culture of positive challenge and support and enable their professional development



Skill	I	Able to hold managers and staff to account for performance
Skill	AF/I	Able to professionally challenge and support colleagues and partners across the organisation to secure good outcomes for children and young people
Skill	I	Able to lead improvement and cultural change across a service area
Skill	AF	Able to create and sustain a culture of learning and accountability, that supports, motivates and enables staff to do their best
Skill	I/E	Able to interrogate and analyse performance data and use it to inform actions
Skill	I/E	Able to interrogate and analyse financial data and use it to inform actions
Skill	I/E	Able to set up and support quality assurance systems and ensure learning is disseminated to staff and informs how service is developed
Skill	I	Willingness to undertake ongoing continuous professional development (CPD) and training, participate in supervision and lead team meetings

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.

