



Job description			
Job title	Safeguarding and Quality Assurance Unit Service Manager		
Grade	PMG2		
Directorate	Children's Services		
Service/team	Safeguarding and Quality Assurance Service		
Accountable to	Assistant Executive Director (Quality, Permanence and Sufficiency)		
Responsible for	Child Protection Chairs Independent Reviewing Officers Local Authority Designated Officer (LADO) Safeguarding & Quality Assurance Officer Safeguarding Partnership Business Unit		
JE Reference		Date Reviewed	July 2025

Purpose of the Job

Under the supervision and guidance of the Assistant Executive Director (Quality, Permanence and Sufficiency), the Service Manager will be responsible for physical and financial resources, leading and managing the effectiveness of the Safeguarding Unit (Including the Local Authority Designated Officer) and the Safeguarding Partnership Business Unit

The post holder will play a lead role in monitoring performance management systems, delivering, developing and improving services, identifying savings and generating efficiencies.

The post holder will contribute to the development and implementation of policies and procedures and ensure the Council fulfills its obligations within the Safeguarding and Quality Assurance Unit.

This post will play a key role in developing a workforce that is equipped to deliver effective safeguarding arrangements for children, young people, and their families.

The post holder will be responsible for the Business Unit of the Safeguarding Partnership, including line management of the Business Unit Manager. They will play a key role in overseeing and delivering the functions of an effective Safeguarding Partnership.

The post holder will have responsibility for quality assuring the standard of work across Children's Social Care and Early Help, driving changes



necessary to improving practice that meet the expected standards of the Safeguarding and Quality Assurance Unit. This post is pivotal to identifying the areas where practice improvement is required and providing support for services in delivering these.

The post holder will work collaboratively with key partners across health, police, education, social care and the voluntary sector to explore and establish creative ways of delivering high quality responsive services.

The post holder will have regard for the Council's corporate structures and processes and be competent in reporting to corporate bodies, partnership boards and liaison with Elected Members for scrutiny purposes.

The post holder will be a key member of the Senior Management group to ensure that the Council and Directorate's values, policies and procedures are operated successfully by managers and staff by providing leadership, management skills and experience. In addition, to encourage staff to continuously monitor and evaluate work and services against resources, the needs of children, families and carers and agreed standards.

Duties and Responsibilities

This is not a comprehensive list of all the tasks that may be required of the post- holder. It is illustrative of the general nature and level of responsibility of the work undertaken.

General

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

Quality Assurance and Performance Management

- Responsible for managing the performance of teams through the Councils' personnel policies, including induction, supervision, appraisal, disciplinary and grievance and related procedures.
- Provide regular, quality and reflective supervision for Child Protection Chair's, Independent Reviewing Officer's, the LADO and Safeguarding & Quality Assurance Officer.
- Facilitate group supervisions and other meetings as part of services processes for complex cases.
- Responsible for delivering, developing and improving services, identifying savings and generating efficiencies.
- Responsible for identifying and making plans to meet the development needs of their staff.
- Responsible for ensuring their staff monitor and evaluate their own practice against agreed practice standards in collaboration with



Children, Young People, their families and carers.

- Contribute to any departmental framework, structures or procedures for performance management across the department. Collating data and providing regular analysis of performance information to drive improvement of the service.
- Identify any trends, gaps in services and service developments in collaboration with other service managers and the broader council.
- Undertake case reviews, investigations and reviews of services as required. Plan changes in practice and service accordingly.
- Undertake individual case management reviews pursuant to Chapter 8, Working Together to Safeguard Children and represent the service on Serious Case Review Panels.
- Ensure service delivery and development plans are produced and implemented in collaboration with managers and staff, other divisions and other agencies.
- Complete monthly audits in line with the service quality assurance framework and lead on service quality assurance activity.
- Ensure action from audits are implemented within service development and improvement plans.
- Lead on the recruitment and retention of high-quality Child Protection Chairs and Independent Reviewing Officers.

Financial Management

- Ensure services are provided within the financial resources available in accordance with the Councils' financial regulations/standing orders.
- Manage staff so that activity and financial information is recorded, reported, monitored and any necessary action taken.
- Work with finance officers to ensure spend is appropriately forecasted and managed.
- Provide approval for financial spend in accordance with the Councils' financial regulations.

Service Development

- Keep up to date with national and local issues in practice and ensure these are filtered down to teams and the wider council.
- Foster effective working relationships with a range of internal and external partners, and other key stakeholders, and to engage and consult with relevant parties in relation to service development and transformational change initiatives
- Have an appreciation of different practices and cultures across education, health and social care organisations and have the ability to challenge constructively and appropriately in a range of settings.
- Play a lead role in any planning/task and finish groups and ensure there are tangible outcomes. Ensure services are developed



appropriately and in accordance with the principles of plan, do, review.

- Plan and implement service development in partnership with children, young people and their families.
- Work with key stakeholders to agree joint priorities and objectives to ensure improved outcomes for children, young people and their families.

Corporate Management

- Contribute to the corporate management of the service, Department and Council, through meetings, committees, working parties, writing and presenting papers.
- Review complaints at appropriate stage to ensure they are high quality and address the issues within the complaint appropriately.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.



- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.
- As a senior officer, you will be expected to support the Council's emergency preparedness, response, and recovery arrangements; this may include, but is not restricted to, participation in appropriate training and exercises, participation in our emergency duty officer rota, and attending Strategic and/or Tactical and/or Recovery Coordinating Groups with our multi-agency partners.