

Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the job.

Job Title:	Head of Children's Social Care		
Job Family:	Children's	Salary Grade:	8 + MFS
Service:	Adults and Children's Directorate		
Political Restriction:	This position is not politically restricted.		
Primary work location(s):	Carn Gwaval Health and Wellbeing Centre, with travel to locations on the Isles of Scilly as required		
Working hours:	37 hours per week	Standby duties:	Out of hours contact or duty in an emergency. Including occasional weekend or evening.
Working pattern	Monday – Friday, 09:00 – 17:00, 30 mins lunchbreak		
Managed by:	Director of Children and Adults (DASS and DCS)		
Line manager for:	Direct accountability for all Children's social Care staff and such others as appropriate		
Financial accountability	Act as budget holder for the operational budget within the responsibilities of the role. Be responsible for reporting, forecasting, preparing, monitoring and controlling assigned budget.		
Date last reviewed:	02/10/2025		
Approved by (Director):	Director of Children and Adults		

Role Purpose:

To lead the Strengthening Families Services as a flexible, high-performing service that responds to the evolving needs of the Isles of Scilly communities. This includes delivering excellent social work and integrated family help, fostering a culture of collaboration, integrity, and compassion. The role promotes the development and wellbeing of children, young people, and their families, protecting them from neglect and abuse. Working in partnership, the postholder will lead the delivery of family help, special educational needs support, and effective social work interventions that build resilience, remove barriers, and enable children and young people to thrive.

A key aspect of the role is strategic oversight of workforce development, including addressing recruitment and retention challenges. The postholder will ensure the service attracts, develops, and retains a skilled and motivated workforce, fostering a supportive environment that promotes professional growth, wellbeing, and high standards of practice.

The Head of Children's Social Care will build strong, credible relationships with internal and external partners, driving service strategy, policy, and continuous improvement.

Accountabilities:

Strategy, policy and continuous improvement

- Contribute to the development of policy and strategy
- Continually evaluate service to improve the area of work
- Drive and shape service delivery improvements and design
- Deliver change within complex environments to promote and achieve new ways of working.
- Effective utilisation of digital technologies and innovation across the council and with stakeholders and partners.
- Apply policies consistently

Collaborative and connected leadership

- Provide leadership across Children's Services and locally as part of our duties within the safeguarding partnership of Cornwall and the Isles of Scilly, which delivers the best possible outcomes and builds resilience for children, young people their families and communities.
- Establish and develop effective local approaches to integrated working with delivery partners and external agencies, to achieve successful operational delivery of targeted services.
- Work collaboratively within and across functions and think commercially to support the delivery of best possible outcomes for our islands all age communities on a financially sustainable basis.
- Build and maintain strong, credible, collaborative working relationships with other teams and external organisations that support the delivery of annual plans.
- Work with external operational stakeholders and partnerships to maximise potential opportunities through the development of innovative approaches.
- Ensure equality and diversity is part of all decisions taken.

Resource management

- Act as budget holder, responsible for forecasting, preparing, monitoring and controlling assigned budget, reviewing actual expenditure against budget, taking corrective action where appropriate, and reporting as required.

Operational Management and quality outcomes

- Ensure the highest possible levels of service quality are continually delivered.
- Manage the delivery of exemplar interactions to individuals and communities which support the management of strong relationships and a reputation for achieving outcomes and resolving issues.
- Operational planning and performance review to maintain exceptional service delivery and ensures the political objectives and priorities of the council are met.
- Manage complex issues and resources to meet the needs of islands all age communities and deliver the best possible outcomes.

- Use professional expertise to translate goals and plans into ways of working that comply with relevant legislation and statutory requirements and manage a level of appropriate risk.

Line Management

- Recruitment and selection of candidates for vacant roles in your team in line with council procedures to ensure high quality intake of staff in the appropriate numbers
- Manage the performance and development of your team in line with council procedures to achieve effective performance against their job description accountabilities.
- Manage attendance and wellbeing of your team in line with council procedures to maximise wellbeing and attendance levels.
- Manage conduct issues in your team in line with council procedures, to ensure a positive work culture and adherence to legislative, regulatory and policy requirements.
- Handle grievances and complaints from your team promptly and empathetically, to ensure satisfactory resolution of employee concerns.
- Lead workforce development initiatives to ensure the service is equipped with the right skills and capacity to meet current and future needs.
- Develop and implement strategies to address recruitment and retention challenges, including promoting the Isles of Scilly as a rewarding and unique place to work.
- Foster a culture of learning, support, and professional development across the team, ensuring staff are well-equipped and motivated to deliver high-quality services.

Other duties

- Any other duties as may reasonably be required, including tasks performed at a lower grade or within other services teams, to support the operations of the wider Council.

Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within the Council's Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☒ Significant use of computers (display screen equipment)	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. driving own private vehicle or CIOS vehicle)
☐ Working at height/ using ladders on a regular/ repetitive basis	☒ Restricted postural change – prolonged sitting
☒ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/ repetitive bending / squatting / kneeling / crouching
☐ Rotating shift work	☐ Working on/ or near a road
☐ Manual cleaning/ domestic duties	☐ Regular work outdoors
☐ Undertaking repetitive tasks	☐ Continual telephone use
☒ Work with children or vulnerable adults	☐ Provision of personal care on a regular basis
☒ Working with challenging behaviours	☐ Potential exposure to blood or bodily fluids
☐ Work involving food handling	☒ Face-to-face contact with the general public
☐ Regular work with skin irritants/ allergens	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work requiring hearing protection (exposure to high noise levels)
☐ Work with waste, refuse	☐ Work with vibrating tools/ machinery
☐ Other (please specify):	

Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Knowledge, skills and experience	Essential /desirable	Assessment Method
Good written and verbal communication skills i	Essential	A / T
Educated to degree level or equivalent	Essential	I / P
Ability to manage demands of digital technology	Essential	A / I / T
Extensive social care experience	Essential	A / I
An understanding of current issues in social care and the ability to ensure the innovative use of resources to improve productivity and quality outcomes.	Essential	I / P
A demonstrable commitment to continuing professional development and evidence of such	Essential	A/T
Current registration with Social Work England or other registrant body in social work).	Essential	A / D
Ability to work collaboratively with internal and external partners and stakeholders, demonstrating breadth of thinking across social care, partners, the wider council and the system as a whole.	Essential	I / P
Significant experience within a social care setting, with a deep understanding of current social care reform issues and implications for delivery at local level.	Essential	A / I
Strong leadership and behavioural skills with the ability to focus on results, forging a highly performing and motivated team from diverse backgrounds to achieve objectives.	Essential	I / T
Experience of successful delivery within a rapidly changing and ambiguous environment, while managing conflicting priorities.	Essential	I
Proven influencing skills with an ability to pro-actively lead and deliver cultural change to improve quality of service.	Essential	A / I / P
Behaviours/values	Essential /desirable	Assessment Method

Commitment and ability to engage with service users and their families.	Essential	I / P
Able to retain a professional detachment and objectivity when required.	Essential	I
A listener, who respects children and young peoples' views and encourages their expression and actively seeks lived experience to shape service development and delivery	Essential	I / P
Accepting and understanding of young people and their circumstances, and to have a trauma informed and caring approach	Essential	I
Ability to work under pressure and to tight deadlines when required	Essential	I
Adaptability to change	Essential	I
Team-working	Essential	I
Working under own initiative	Essential	I

Other requirements	Essential /desirable	Assessment Method
Availability to work 09:00 – 17:00 at Carn Gwaval and in the community on IOS, including some out of hours contact in an emergency. Occasional weekend or evening hours may be required.	Essential	A / I
Clean driving licence and ability to manage the demands of accessing rural and isolated communities	Desirable	I / Pre-employment
Enhanced DBS C	Essential	Pre-employment
2 Satisfactory references	Essential	Pre-employment
Right to work in the UK	Essential	Pre-employment