

Role Title:	Head of Service – Corporate Parenting	Directorate:	Children’s Services	Version:	16 January 2026
Reports To:	Director/AD or equivalent	Grade:	Level 12 pending formal evaluation	Budget:	
Direct Reports:	Children in our care Team manages				

Role Purpose:	Key Accountabilities
To take collective and shared responsibility for the effective leadership and management of the council’s services, specifically Corporate Parenting, and delivery of improved outcomes and the achievement of value for money. To lead and performance manage social care and/or a multi-professional social care services against local and national indicators and targets within statute and the relevant guidance to ensure that assessment and interventions are delivered in time and are of high quality to meet children and family’s needs and deliver the required outcome. Ensuring that children and young people are consulted, and their views incorporated in the planning and delivery of service always.	As part of the Children’s Services team, contribute and play an active part in the delivery of services and the implementation of the council’s agreed practice methodologies intervention with families across Children's Social Care, through the construction of a Service Plan and strategy for the respective areas of responsibility. Support the development and delivery of the directorate’s vision, values and strategic objectives for children and young people, and their parents and carers, taking a lead role on the development of relevant strategies, policies, procedures, programmes and projects across the directorate and professional agencies: 1. Provide expert services and advice supporting operational delivery and strategic planning in line with statutory responsibilities. 2. Deliver service objectives through the lead of care planning for all children and contribution to the delivery of preventative services across all thresholds of need. Ensure robust care planning that puts the child and their needs at the centre and seeks to build resilience and a route into further education and employment, so they have the skills and knowledge to live successful, independent lives. 3. Develop partnership working with a range of key stakeholders, supporting partners to understand and discharge their corporate parenting responsibilities, ensuring cohesive approaches, shared accountability, generating efficiencies, and developing cost effective and good quality delivery models. 4. Drive recruitment, induction, staff development and training, and manage the service workforce ensuring its capable of meeting the agreed objectives and statutory requirements

Key Accountabilities:	Key Measures of Success:
1. Provide expert services and advice supporting operational delivery and strategic planning in line with statutory responsibilities. Advise Members and Directors in respect of agreed strategy, operational planning and commissioning, policy matters and service delivery issues, and work with relevant partners to strengthen their understanding of, and contribution to, corporate parenting responsibilities so that children in our care and care experienced young people receive a coordinated and effective offer of support. Provide high-quality, timely reports and briefings to the Lead Member for Children’s Services, Corporate Parenting Panel and relevant scrutiny forums on children in our care, care experienced young people and the fostering service, ensuring elected members are well informed, meaningfully engaged and able to fulfil their corporate parenting responsibilities with confidence and challenge where needed. Work in partnership with the quality assurance team to ensure the finding from audit, consultation, complaints and other quality assurance activity shape and influence practice. Lead on the clinical aspects of audit by providing expert advice and guidance through the coaching and mentoring of practitioners and managers. Ensure that meaningful engagement and accountability is achieved across the service and themes and outcomes from audit are shared and influence planning at all levels. As part of the senior leadership team, work in partnership with the Business Insight Policy & Partnerships Team performance team to ensure that data, quality assurance and workforce development are triangulated in a meaningful way and are used to influence the strategic and operation practice across the service. Undertake research and development across the service, ensuring that legislation, policy and best practice is understood and implemented. Work directly with individual practitioners or groups of practitioners to provide specialist clinical advice and development opportunities which promote learning and raises practice standards. Ensure that available resources are excellently managed, prioritised and organised to ensure efficient, effective service delivery, and that budgets are worked within set limits, are closely monitored and reported as part of the budgetary control system.	– Strategic outcomes (SMART) – KPIs – Qualitative/quantitative outcome measures – Delivery of all services at operational and strategic level, for corporate parenting – Provides and delivers regular reporting of progress at member and leadership level – Supports children to remain within family or to return to family care where it is safe to do so and in line with identified needs of children – Leads on the delivery of exceptional care for children who are looked after – Solution focused in care planning
2. Deliver services objectives through the lead of care planning for all children and contribution to the delivery of preventative services across continuum of need. Ensure robust care planning that puts the child and their needs at the centre and seeks to build resilience and a route into further education and employment, so they have the skills and knowledge to live successful, independent lives.	– leads on and delivers the corporate parenting strategy – implementation and development

As the strategic lead for Corporate Parenting, ensuring that the seven principles outlined in statutory duties are embedded in day to day practice enabling and supporting children to thrive • to act in the best interests, and promote the physical and mental health and wellbeing, of those children and young people • to encourage those children and young people to express their views, wishes and feelings • to take into account the views, wishes and feelings of those children and young people • to help those children and young people gain access to, and make the best use of, services provided by the local authority and its relevant partners • to promote high aspirations, and seek to secure the best outcomes, for those children and young people • for those children and young people to be safe, and for stability in their home lives, relationships and education or work; and • to prepare those children and young people for adulthood and independent living • Attend and represent the interests of the service at all relevant Boards and Children’s Commissioning meetings as and when required. • Deputise for designated senior managers as and when required, at any service or multi–agency meeting, board and/or committees. • Be a role model, embedding our culture and value base across the service, ensuring that children and young people are at the heart of all we do. • Lead and contribute to strategies and actions which support us to embed a professional and accountable culture which ensures children and young people are at the heart of all we do. • Work with colleagues to ensure we are proactively working to maintain resilience in practice. • Ensure our strengths-based approach to working with children and families grows and makes a real and sustainable difference. • Be the designated decision maker for the Emergency Duty Team on a rota in out of hours including weekdays and weekends	– Champions young peoples co-production in policy, strategy and operational delivery – Takes a lead on sufficiency and ensuring children are provided with a home environment to live in – Leads corporate approach to parenting our children and champions care experienced young people
3. Develop partnership working with a range of key stakeholders ensuring cohesive approaches, generating efficiencies, and developing cost effective and good quality delivery models • With senior professional colleagues, review and implement a programme which supports the further development of practice standards across the service,	– Progressive relationships in place and contracts effectively managed – Demonstrable significant engagement – Audit results are positive

• Build strong and purposeful relationships with partner agencies, supporting them to understand and fulfil their corporate parenting responsibilities in practice and ensuring the voice, needs and ambitions of children in our care and care experienced young people shape partnership priorities. • Develop and maintain strong engagement with elected members, including through the Corporate Parenting Panel, providing clear insight, assurance and opportunities for constructive challenge so that member leadership of the corporate parenting agenda is visible, informed and effective. • Work closely with other Heads of Service, to ensure new practice standards, policies and procedures are implemented and embedded in all areas of day to day social work practice and ensure the findings from audit and other QA activity are considered and embedded into service improvement. • Lead on the review and delivery of programmes and workshops which enhance practice across the service at all levels. • Lead, develop and embed effective social work supervision and reflective practice across all social work teams. • Drive improvements in performance. Ensure professional compliance to standards, relevant legislation, policies and procedures and good practice guidance, and evaluate, recommend and implement improvements. • Embed Signs of Safety across your service area. • Develop and lead a programme of learning and development for social workers which ensures North Somerset has a recognised learning culture and an appropriately skilled workforce who are able to consistently provide a good and outstanding service for children and families.	– Positive feedback from partners and elected members, with evidence of strong engagement, shared ownership and effective challenge in delivering corporate parenting responsibilities
4. Drive recruitment, induction, staff development and training, and manage the service workforce ensuring its capable of meeting the agreed objectives and statutory requirements – Ensure Team Managers and staff are well supported, have the right resources, are motivated, managed, and could attain their full potential within agreed service area aims and objectives – Manage the team’s performance and take remedial action when required – Request additional resourcing requirements to meet identified future demands; support the recruitment and onboarding activity – Identify the professional training and behavioural development needs, ensuring these are provided effectively and CPD is maintained across the service area – Fostering an inclusive culture within the team and supporting colleague wellbeing	– Recruitment and retention within target measures – Team feedback related to working culture and development is positive – Development framework in place – Annual strategic workforce plans in place for each service area, revisited and updated in line with changes

Skills

- Ability to devise service plans and programmes of work to deliver agreed aims and objectives
- Inspire and motivate teams to be fully engaged in their work and dedicated to their role, remaining visible and approachable to all colleagues and stakeholders.
- Actively promote the reputation of the organisation with pride, both internally and externally. Display passion and enthusiasm for the work, helping to inspire colleagues and stakeholders to fully engage with the aims and long-term vision.
- Embed a culture of inclusion and equal opportunity for all, where the diversity of individuals' backgrounds and experiences are valued and respected.
- Welcome and respond to views and challenges from others, despite any conflicting pressures to ignore or give in to them.
- Stand by, promote or defend own and team's actions and decisions where needed
- Relationship building and communication: able to challenge, influence, inform and engage multiple internal and external stakeholders, confident and able to stand up as a public ambassador
- Change leadership: able to effectively plan and deliver aligned changes to the service
- Negotiation and conflict resolution
- Programme and project management: able to deliver multiple projects and report on outcomes
- Data analysis: able to interpret complex data and information
- Risk Management: able to assess risk and impact and determine appropriate controls
- Decision making: ability to adapt quickly to changing priorities and issues
- Systems thinking: ability to assess the impacts of changes/opportunities in the area of responsibility
- Organisation and time management: able to meet multiple immovable deadlines

Qualifications and Knowledge

- BA in Social Work or Diploma in Social Work, CQSW or CSS, or other professional social work qualification recognised by Social Work England.
- Current registration with Social Work England and evidence of continuing professional development in the field of child & family social work.
- Post Qualifying Child Care Award, Practice Briefing Award, CMS/DMS or equivalent management Qualification, or MBA.
- **Experience**
- Significant post qualification work experience at Head of Service level including practice teaching.
- Highly developed specialist knowledge and extensive experience of direct work in child protection and leadership of staff in childcare setting involving risk management, decision making and internal investigations.
- Experience in leading complex investigations, including strategy discussions, where multi agency information sharing, detailed analysis and robust planning has been required.

- Thorough knowledge and understanding of current social policy, good practice and all relevant Children's Service legislation. including the Every Child Matters agenda, Working Together to Safeguard Children 2015, and the integrated children's system, The Standards for employers of Social Workers in England
- Management skills at an operational level including proven skills in managing staff, budgets and processes.
- Able to demonstrate successful track record in developing effective multi-agency partnerships
- Knowledge and experience of the framework of learning and development for qualifying and post qualifying social workers.
- Proven record of accomplishment in initiating new and improved ways of working.
- Experience of successful working in Partnership with Service users.