

# **BOROUGH OF ROCHDALE**

## **JOB DESCRIPTION**

**SERVICE:** Children's Social Care

**SECTION:** Various

**LOCATION:** Rochdale

**JOB TITLE:** QA Manager

**POST NUMBER:**

**Grade:** Senior Managers 1

**Accountable to:** Head of Safeguarding and Quality

**Accountable for:** Quality Assurance and Support Team

**Hours of Duty:** 37

**Any Special Conditions of Service:**

The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C.

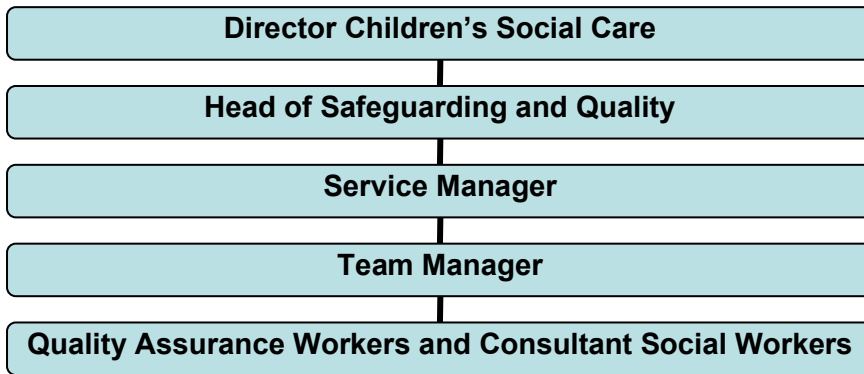
For positions in the Complex Early Help & Safeguarding Hub and Sunrise Greater Manchester Police Force Vetting at Level 3 will be required.

Required to travel within and outside the Borough. For car owners, car mileage payable.

Appointment to this post is subject to enhanced Disclosure and Barring Service including a barred list check against the child workforce.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

## ORGANISATIONAL CHART



### PURPOSE AND OBJECTIVES OF THE JOB

#### **Responsible for:-**

Leadership, motivation, nurturing and management of the team, ensuring the service provided is effective and makes a difference to children and young peoples' lives. This includes:

- Lead, motivate and manage a social work team to deliver effective services for children in need, child protection, looked-after children, and care leavers.
- - Provide reflective supervision, performance appraisal, and professional development support.
- - Deputise for senior managers and represent the service in multi-agency forums and strategic meetings.
- - Lead and facilitate quality assurance activities aligned with the Children's Services improvement programme.
- - Conduct case file audits, supervision audits, and performance clinics to monitor and improve practice.
- - Produce high-quality reports and newsletters to communicate findings and promote learning.
- - Design and deliver training programmes, including for NQSWs via the ASYE Academy.
- - Mentor and support staff in developing core skills and knowledge, including assessment, planning, and safeguarding.
- - Contribute to induction frameworks, CPD planning, and the development of workforce policies.
- - Manage budgets and resources effectively, ensuring value for money and compliance with procurement policies.
- - Use data and management information systems to monitor team performance and inform service planning.
- - Support inspection readiness and contribute to service improvement plans.
- - Build and sustain productive relationships with internal teams, external agencies, schools, and community organisations.
- - Promote service user participation and ensure feedback informs service delivery.
- - Collaborate with regional partners and contribute to Rapid Reviews and CSPRs.
- - Provide consultancy and bespoke interventions to improve services and workforce skills.
- - Evaluate training impact and outcomes for children and families.
- - Develop and deliver professional development activities linked to quality assurance.
- - Promote high standards of professional practice across the service and partner agencies.
- - Support the induction and development of NQSWs and social work students.

- Ensuring through quality assurance and support that the social work teams meet the statutory requirements in respect of children in need, child protection, children looked after and care leavers.
- Managing performance and quality assurance, resources and budgets (in collaboration with other key stakeholders).
- Promoting and ensuring adherence to and implementation of the Quality Assurance Framework across the service, including ensuring that the relevant case audits are undertaken, staff and service user feedback is sought and acted upon.
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- Provision of effective professional and practice supervision (including reflective supervision) and performance appraisal of staff.
- Performance management: ensuring that team members understand their contribution to improving performance.
- Ensuring effective assessment, risk management and child protection and care planning.
- Assisting team to access resources across Rochdale BC and with partner agencies to ensure delivery of services that promote positive outcomes for children.
- Preparation for inspections.
- Develop and sustain productive relationships with peers, stakeholders and partners including schools.

## **Control of Resources**

### **Personnel**

All staff employed within the teams managed by the post holder.

### **Financial**

All budgets where spending is delegated to the post holder.

### **Equipment/Materials**

All equipment, materials and other physical assets (buildings) for which the post holder is responsible.

## **Health/Safety/Welfare**

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

## **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

## **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework, HCPC Standards of Practice and the Strengthening Practice programme.

## **Relationships (Internal and External)**

Colleagues across the Council, elected members, Partner Agencies, voluntary sector, service users, carers and local community groups / organisations.

## **Responsibilities**

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.

- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.
- (iii) Work in accordance with the HCPC Standards of Practice.

## **Values and Behaviours**

Always approach the job using the values set out below:

- Proud of the difference we make.
- Passionate about the diversity of the Borough
- Pioneering and open in our approach.

Be aware of and always apply the values.

## **Principal Duties**

### **Quality of Practice**

1. To deputise for the Head of Service and other Team Managers in Children's Social Care as and when required.
2. To provide effective and efficient management of the team, ensuring compliance with statutory requirements and service eligibility criteria to meet national and local policies and standards.
3. To contribute to the development of services by working positively with partner agencies and providers to identify local needs, service pressures and implementation of service delivery plans.
4. To challenge, monitor and scrutinise practice, recording and decision making to ensure continuous improvement, identifying capability issues within the service and taking appropriate action in accordance with the Performance Management Framework.
5. To provide management oversight to ensure that risk is identified and managed in a systematic and timely way that is sensitive to the needs of the community in Rochdale.
6. Promote the use of evidence-based practice by providing technical and professional support to meet the needs of staff to promote high professional standards and the effective utilisation of resources.

### **Communication and Engagement**

7. To promote good standards of customer care ensuring service user, carer and parental participation and that their views and experiences are considered in service delivery including effective complaints handling, (which meets Statutory requirements) user consultation via partnership and project group working so that effective engagement with all service users and partners can be evidenced.

### **Managing Resources**

8. To plan and keep under review allocated budgets always adhering to Council procedures, producing monthly monitoring reports and to communicate budget pressures to the Head of Service at an early stage.
9. Decide on or advise on the use of appropriate services and/or other resources to meet need within the Councils Commissioning and Procurement policies and procedures.

### **Quality Assurance and Performance Management**

10. To contribute to the development of policies, procedures, quality standards, performance indicators and best practice in line with the Children's Social Care Performance Framework, ensuring that these are sensitive to minority and disadvantaged groups.
11. To plan and monitor the team's performance using management information systems data and reports and through regular direct observation of social work practice.
12. To lead case file and supervision auditing activity across the service (and with partners) in accordance with the Children's Social Care Quality Assurance Framework, to ensure the highest possible standard of social work and other safeguarding practice.
13. To contribute towards service planning, specifying performance measures, targets and performance standards.
14. To be an active participant in monthly Children Social Care Performance Clinics, being challenged on performance within the service, and providing challenge and support to others.

### **Organisational and Personal Development**

15. To undertake formal, reflective supervision and performance development reviews with staff in accordance with Children's Social Care Supervision Policy which identify individual training and development needs which feed into both the team and the Service's workforce development strategy.
16. Contribute to both the delivery and design of corporate, in-service and multi-agency training programmes.

### **Secondary Duties**

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by Bev Paris Date September 2025

**Rochdale Borough Council  
Person Specification**

<b>Service:</b>	<b>Children's Services</b>	<b>Post:</b>	<b>Team Manager</b>
<b>Section:</b>	<b>Safeguarding and Quality</b>	<b>Post Number:</b>	
<b>Job Ref:</b>		<b>Grade:</b>	<b>Senior Managers 1</b>

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criterion. You should include examples from your paid or voluntary work.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

Criteria	Essential (E) or Desirable(D)	How Identified: AF Application Form I Interview A Assessment
<b>Special Working Conditions</b>		
1 Please confirm you can attend evening meetings and weekend conferences on occasions	E	AF
<b>(b) Qualification and Experience</b>		
2 Do you have a professional Social Work Qualification are registered with HCPC and have evidence of CPD?	E	AF and check at interview
3 Do you have at least 4 years post qualification experience of working with Children/Young People and their families?	E	AF
4 Do you have post qualification supervisory / management experience in a complex Children's and Families setting?	E	AF
5 Please give details of your substantial and relevant professional/post qualification experience in working with Children/Young People and their families within a statutory setting.	E	AF I A
6 Please give details of how you have contributed to multi-disciplinary teams and developed interagency/inter authority projects to keep Children and Young People safe.	E	AF I
7 Please provide details of how you carry out effective supervision (including reflective supervision) and appraisal to ensure safe practice in a high-risk environment.	E	AF I A
8 Do you have a relevant management/supervisory qualification?	D	AF
<b>(c) Skills and Knowledge</b>		
9 Please give details of your knowledge and how you maintain your CPD in relation to the Children Act 1989 & 2004 and other relevant related legislation.	E	AF I
10 Please give details of your knowledge and how you maintain your CPD in relation to Government initiatives and best practice in the delivery of effective children's services in an interagency and corporate context.	E	AF I A
11 Please explain your understanding of the importance of accurate staffing and management information recording systems.	E	AF I
12 Please give details of your management and leadership skills, including securing commitment from individuals to contribute to service improvement and delivering improved standards of practice and outcomes for children/young people.	E	AF

13	Please give details of how you have managed change in a pressurised environment, including preparation for inspections.	E	AF I
14	Please give details of how you have developed services and implemented plans in diverse communities.	E	AF I
15	Please give details of your excellent verbal, written, numerical, assessment and analytical skills, plus your administration and business processing skills.	E	AF I AT
16	Please give details of your ability to manage and interpret budgetary and financial information.	E	AF I AT
17	Please give details of how you use IT/ICS system to enhance service provision	E	AF
18	Please give details on your ability and commitment to work in accordance with the HCPC Standards of Practice at the appropriate level.	E	AF I
19	Please give details outlining your understanding of the importance of a robust performance management and quality assurance framework and the skills that you must be able to implement this,	E	AF I
<b>(d)</b>	<b>Behaviours and Values</b>		
20	<p>Always approach the job using the values set out below:</p> <ul style="list-style-type: none"> <li>• Proud of the difference we make.</li> <li>• Passionate about the diversity of the Borough</li> <li>• Pioneering and open in our approach</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF I