
Your job

Job Title: Practice Development Manager

Service: Quality Assurance and Practice Development Unit

Grade: 11

Reporting to: Quality Assurance Manager

To support the continuous enhancement of practice in children's social care, prevention and early help services by leading and contributing to quality assurance activities (including audits and reviews), learning and development. In addition, you will seek to understand the experiences of children, young people and families via various feedback mechanisms and use this intelligence to support effective service delivery. This role will play a significant part in the evaluation of the Families First reforms pilot projects.

Key Responsibilities

Audit and Evaluation:

- Plan, co-ordinate and conduct regular audits of practice.
- Analyse findings, populate summaries, and produce learning materials and clear, actionable plans.
- Support thematic reviews and deep dives into specific areas of practice.
- Ascertain the views of children, young people and families in respect of their experiences of services, and use these to inform practice enhancement.
- Support the evaluation programme for the pilot projects in the Families First reforms.

Practice Development:

- Work collaboratively with team managers and practitioners to embed learning from audits and reviews.

- Support the development and delivery of training and workshops to support high quality practice.
- Promote a culture of continuous learning and reflective practice.

Policy and Compliance:

- Ensure compliance with statutory guidance, local policies, and national standards.
- Contribute to policy development and review processes.

Stakeholder Engagement:

- Work closely with internal teams, external partners, and service users to gather feedback and ensure services are responsive to needs.
- Represent the quality assurance function in multi-agency forums and working groups.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Contribute to supporting leaders to have a clear line of sight into front line practice across both directorates via audit and review.
- Support the co-ordination of monthly audit cycles; multi-agency and/or group audit activity.
- Play a significant role in the evaluation of the Families First reform pilot projects.
- Provide regular, evidence-based reports and recommendations to enhance services for children, young people and families.
- Ensure that feedback loops are closed and that lessons learned lead to tangible enhancements.
- Deliver learning from audit and review and demonstrate measurable impact.

- Establish mechanisms by which to gather meaningful feedback from children, young people and families and utilise this to inform service delivery.

On an ongoing basis you will:

- Provide coaching, mentoring and respectful challenge to operational staff.
- Continuously monitor and refine QA mechanisms to ensure they remain effective and responsive to changing needs.
- Promote high quality, child focused and relationship-based practice across all services.
- Foster a culture of learning, accountability and continuous development.
- Support consistent practice across all Children's Services.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

Essential:

- Qualification in social work/ care, or a related field.
- Significant experience in children's social care and/or early help, including frontline practice.
- Strong understanding of safeguarding, child protection, statutory frameworks and the early help framework, as well as the reforms.
- Strong knowledge and understanding of the Families First reforms, and contributory legislation, guidance and reviews.
- Experience of quality assurance, audit, or performance analysis.
- Excellent organisational skills.
- Strong analytical, communication, and report-writing skills.
- Experience of evaluating projects.

- Ability to challenge constructively and support improvement.
- Experience of delivering learning in an engaging manner.
- Familiarity with inspection frameworks (e.g., Ofsted).

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”