

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Head of Cluster	Grade: MG2
Section: Place and Partnerships	Directorate: Wandsworth Children's Services
Responsible to following manager: Director of Children's Place and Partnerships	Responsible for: Overall responsibility for the management, oversight and supervision of a team of multi-skilled professionals delivering community based early help and intervention, including team leaders, project managers, practitioners and officers.
Post Number/s:	Last review date: October 2024

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

This post is responsible for the strategic leadership and effective delivery of locality-based services and support for children and families within a designated area of the borough.

This role involves excellent partnership working with other agencies and community, voluntary and faith sector organisations, ensuring services from family hubs, children’s centres and wider youth provision are delivered effectively, meet the needs of the community, and improve outcomes for our young people and families.

As part of the new Place and Partnerships team within Children’s Services, you will be a key part of Wandsworth’s delivery of effective and inspirational early intervention, rethinking how we work collaboratively to best meet our communities needs and challenges.

Specific Duties and Responsibilities

Responsive and Needs-led Service Delivery

1. Lead on the effective delivery of Wandsworth’s cluster-based services and support including Family Hubs, Children’s Centres and youth provision.
2. Build trusted partnerships with key council stakeholders and community partners including children and young people, parents, carers, charities, faith and community groups and statutory agencies, working proactively and collaboratively to meet the needs, wants and aspirations of young people and their families.
3. Develop community-driven, high quality placed-based services and interventions, supported by a network of partnerships, which enable children and young people and their families to be educated, healthy, safe and involved in their local communities, with an emphasis on early action and prevention.
4. Oversee the delivery of services within the cluster, ensuring they are culturally and contextually informed, visible, and accessible.
5. Establish a culture of effective use of data to drive service improvement through support and challenge. Ensure robust recording mechanisms are in place and use this information in setting ambitious targets and priorities to improve outcomes for children and their families.
6. Always work with anti-discriminatory, empowering practice, ensuring everyone is treated with dignity and respect, promoting inclusion and opportunities for disadvantaged children and families.

Effective Partnership and Community Engagement

7. Develop effective partnerships across the whole organisation and with partners and agencies to create both a supportive and challenging environment, which fosters

innovation and improvement in achieving better outcomes. Actively promote partnership, collaboration, and the utilisation of shared spaces.

8. Work closely and cohesively with the Heads of Clusters responsible for other Wandsworth localities to ensure there is synergy across the clusters, and to maximise resources, opportunities and learning within the cluster model.
9. Promote participation and engagement with the community, working in partnership with children and young people to develop a comprehensive understanding of local children's, young people's and their families' wants, needs and aspirations. Be guided by their priorities, and ensure this remains up-to-date to inform responsive, evidence-driven improvement and innovation across practice and services.
10. Work effectively with the Council's Communities and Partnerships team to align work wherever possible with the Voluntary Sector Strategy and the wider Council's approach.

Dynamic Leadership and Management

11. Demonstrate effective, motivational strategic leadership and vision to staff at all levels as well as contribute to the achievement of the Council's objectives and priorities.
12. Lead with a positive attitude to change, in order to develop and strengthen services in a constantly changing environment.
13. Build and lead a dynamic team of amazing staff and volunteers, useful assets, flexible budgets and appropriate resources to make this work happen. Foster a positive and collaborative team environment, promoting continuous improvement and innovation.
14. Ensure the workforce is skilled and empowered to deliver high-quality services, and provide opportunities for staff development and training to enhance service delivery.
15. Hold lead responsibility for the achievement of all performance indicators and targets relevant to the service and to report this to the Director of Place and Partnerships and Executive Director of Children Services.
16. Ensure effective team performance management within the cluster to improve outcomes for children and young people, including high quality reflective professional supervision and appraisal to direct reports to ensure high standards of casework across the service.

17. Deliver SMART service improvement plans which address performance or practice issues, taking into account service users and partner agency feedback to ensure high standards of practice and learning from audits embedded across the service.
18. Manage the budget for the cluster partnership, ensuring resources are allocated effectively to meet service needs and achieving value for money.

Interpreting and Embedding Policy and Legislation

19. Remain up-to-date and have lead accountability for ensuring the council and its partners comply with national policy, legislation, statutory guidance, particularly in respect to child protection and safeguarding children. Utilise learning from good practice to further develop services that contribute to borough wide priorities.
20. Interpret and use legislation and national local procedures and practice standards to make sure the highest standards are met across the cluster partnership.
21. Influence and negotiate at a strategic professional and political level, both locally and nationally, to shape and inspire policy and change in the context of both children's services and local government.
22. Represent the Children's Services Directorate and wider Wandsworth Council in your role as and when required.
23. Deputise effectively for the Director of Place and Partnerships as required, at local, regional and national levels.

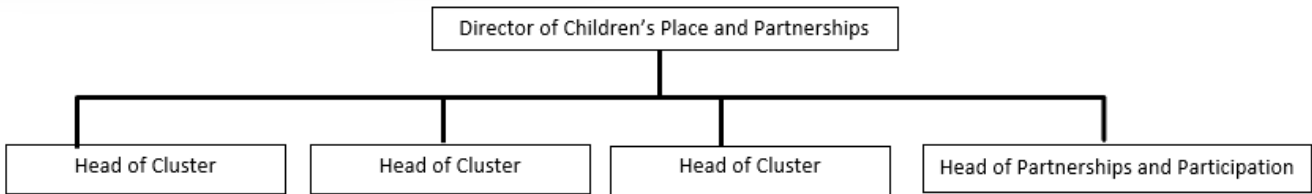
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see above for explanation)
Knowledge	Essential	Desirable	Assessed
Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.	X		A / I

Knowledge of (and experience of operating) relevant legislation and statutory guidance, including <ul style="list-style-type: none"> • Working Together to Safeguard Children • London Child Protection Procedures 	X		A / I
Knowledge of research, government policy and strategy in respect of services for children and young people.	X		A / I
Able to assess and manage risk associated with complex matters related to casework, financial, policy and strategic decisions using legal advice as appropriate.	X		A / I
Experience	Essential	Desirable	Assessed
Substantial experience of management within Early Help or children’s social care services	X		A / I
Track record of working with children, young people and families in local communities (particularly those who are at risk)	X		A/I
Experience of the operation of key statutory processes.	X		A / I
Demonstrable Experience of developing, embedding and managing new teams or projects within a children’s directorate environment	X		A / I
Experience of delivering best practice in relation to young people who are at risk		X	A / I
Experience of delivering improved outcomes in partnership with internal and external stakeholders, including other agencies and/or voluntary sector organisations (e.g. family or community hubs)	X		A / I
Experience of working in a political environment, with elected Members		X	A / I
Skills	Essential	Desirable	Assessed
Able to provide strong leadership and clear vision; to inspire and motivate staff at all levels	X		A / I
Able to establish strong, positive relationships across the organisation at all levels in order to provide effective leadership and direction	X		
Able to effectively manage individuals and teams through change	X		A / I
Able to establish strong, positive relationships across partners, statutory agencies, and other external organisations that command professional confidence	X		
Able to work collaboratively and effectively with partners and stakeholders (both internal and external) to deliver key objectives.	X		A / I

Able to manage organisational and practice change, to lead and manage projects effectively and overcome obstacles with a positive and inspiring attitude in a constantly changing environment.		X	A / I
Able to establish, develop and manage effective multi-agency / disciplinary working.	X		A / I
Able to control and forecast budgets and achieve value for money in service planning and delivery.	X		A / I
Able to think and plan strategically and analyse complex information and/ situations effectively.	X		A / I
Able to demonstrate initiative, self-motivation and strong management practice in driving good outcomes and continuous improvement	X		A / I
Political awareness and sensitivity and the ability to work with elected politicians in varying roles and settings.		X	A / I
Qualifications	Essential	Desirable	Assessed
Relevant degree level qualification or other relevant professional qualification.	X		A / I / C
Relevant leadership/ management qualification or equivalent management experience.	X		A / I / C
To have kept up to date with research and best practice, evidenced through substantial professional development.	X		A / I

A – Application form / CV

I – Interview

T – Test

C – Certificate