Post Title: Independent Reviewing Officer (IRO) Service Manager

Grade: K

# Job Purpose

To actively and effectively promote the Council’s vision, values, aims, objectives, and priorities, putting our citizens first through the delivery of best value services.

To ensure that children's services are delivered to the highest standards of quality and effectiveness. This involves several key objectives:

1. **Leading the Independent Reviewing Officer (IRO) Functions:** in line with relevant legal frameworks, statutory guidance and best practice principles.
2. **Continuous Improvement:** provide support and challenge to Children’s Social Care in the delivery of their statutory and safeguarding functions in order to contribute to the continuous improvement of performance and quality in practice
3. **Participation:** To promote and facilitate the active involvement of children, young people, and families in statutory reviews and children’s plans, ensuring their voices are heard and considered.
4. **Service Delivery:** ensure the effective and efficient delivery of services, driving high service standards and be accountable for achieving outcomes in line with performance indicators.
5. **Analysis:** provide analysis related to service area activity in order to promote the welfare of children and young people and to inform wider planning and commissioning agendas.
6. **Service Development:** Support strategic service development work as directed by the Head of Service.

# Service Leadership Expectations

As a service leader you will be expected to demonstrate our core behaviours, built around

four central themes:

* **Leading People**: by building high performing teams, empowering and motivating others and being a role model for the organisation and its values.
* **Equality Diversity & Inclusion**: by creating a culture of respect and inclusivity in the services we provide and embedded within our workforce. Ensuring Equality, Diversity and Inclusion are fully considered in all our decisions, and we give due regard to advancing equality.
* **Change & Innovation**: by driving change and a culture of continuous improvement, exploring new and innovative ways to design and deliver our services.
* **Collaboration**: by working across boundaries, building relationships, and creating joined up services to deliver the best outcomes for the people of our city.

# Specific Duties

1. Ensure good financial management and assist in maintaining financial sustainability by adhering to the Council Financial Accountabilities Framework and Financial Regulations.
2. Actively promote and embed Equality, Diversity and Inclusion through all actions and in accordance with the organisation's EDI Strategy and objectives.

1. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
2. Contribute to external inspections and peer reviews.
3. Lead and develop service delivery plans.
4. To demonstrate leadership and motivational skills, ensuring good communication within the service, and promoting a culture of continuous improvement and service user focus that delivers good outcomes for vulnerable children and families.
5. To establish and pursue shared courses of action, building relationships across the service, the Council and its partners, the public and the media, and to act as a representative of the department at relevant fora.
6. To maintain links with other strategic partnerships working with children, young people and families, ensuring safeguarding is central to their business.
7. To manage change in response to the national and local agendas, ensuring that the services are fit for purpose.
8. To manage the team’s human resource processes such as recruitment, staff development, sickness absence, discipline, harassment and grievance, upholding the Council’s equal opportunities policies and practices throughout.
9. To ensure that staff in the team receives one-to-one supervision, have annual performance appraisals and are supported to meet developmental targets.
10. To take reasonable care for own health and safety and that of other people, ensuring the implementation of appropriate procedures and practice.
11. To provide Management cover for other teams across the Service where required.
12. To participate in one-to-one supervision with the Head of Service, undergoing annual appraisal and actively promoting own professional development.
13. To maintain a knowledge base of relevant policy, legislation, research and practice relevant to the post.
14. To deputise for the Head of Service

**Numbers and grades of any staff supervised by the post holder: 10**

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage, and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.**

**Produced by –** Vonni Gordon – Interim Director Children’s Integrated Services

**Date –** March 2025

## Person Specification:

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| --- | --- | --- |
| **Area of responsibility**  | **REQUIREMENT**  | **MEASUREMENT** |
| **A** | **AC**  | **D** |
|  **Vision, Strategy and Delivery**   | Experience as a service leader in a complex organisation, with experience of;  * Delivering against outcomes and creating clear objectives
* Creating a culture of continuous improvement
* Commercially aware with strong analytical skills
* Awareness of key issues in your market and for the city of Nottingham
 | **x** |  x |  |
|  **Leading** **People**  | Evidence of successfully leading teams, with experience of;  * Motivating people and creating high performing services
* Empowering others to take decisions
* Successfully managing wellbeing and resilience
* Ability to plan for the future, with effective workforce planning skills

  | **x** | x |  |
|     **Change and Innovation**  | Able to lead service through change, with experience of   * Evidence of leading change programmes, bringing others on the journey with you.
* Identifying and delivering innovative service delivery models
* Able to create a culture of continuous improvement
 | **x** | x |  |
| **Collaboration**  | A collaborative leader, with evidence of * successfully in partnership across different sectors and fostering / harnessing partnerships.
* Able to develop a culture of collaboration.
* Political acumen and able to develop productive relationships with senior figures within an organisation
 | **x** | x |  |
|   **Equality, Diversity and Inclusion**  | A strong focus on ability and personal commitment to equality, diversity and inclusion, with evidence of:  * Delivery of inclusive services, understanding the challenges faced and how they can be overcome.
* Evidence of developing people and services/teams recognise, respect and value individual needs to achieve a culture of inclusivity.
* Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people.
 | **x** | x |  |
|   |  In depth knowledge of relevant legislation, guidance and Local Safeguarding Procedures in respect of children and young people | **x** |  x |  |
|   |  Have proven analytical skills and be able to interpret information at multiple levels to drive service improvements | **x** |  x |  |
| **Technical Skills and Knowledge**  |  In depth knowledge and experience of practice in respect of safeguarding children  | **x** |  x |  |
|  Management experience gained within the Safeguarding arena | **x** |  x |  |
|  Proven Information Technology skills | **x** |   |  |
|  Excellent standard of written, verbal and presentation skills including previous examples of presenting management information to a wide variety of audiences.  | **x** |  x |  |
|  Experience of strategic planning and performance management and driving forward effective quality assurance processes | **x** |  x |  |
| In-depth understanding of quality assurance processes and frameworks within children's services. | **x** | x |  |
| Comprehensive knowledge of child welfare practices, regulatory standards, and best practices | **x** | x |  |
| Understanding of policy development and implementation in the context of children's services | **x** | x |  |
|   |  |   |  |
| **Qualification requirement**  |   Hold the CQSW, CSS, DiPSW or Degree in Social Work.Minimum of 4 years of experience in children's services, with at least 1 year in a supervisory or managerial role.   | **X****x** |   | **X****x** |
|  **A - Application**  |  **AC – Assessment Centre**   |  **D - Documentary Evidence**   |   |   |   |  |