

**London Borough of Havering
Job Profile**

Job Title: Safeguarding Partnerships Coordinator	Directorate: Children's Services
Service/Section: Children's Services	Post Number(s): Job Evaluation Number: 2845
Grade: G8	Date last updated: 02/06/2021 Date of last Evaluation: 02/06/2021

Main Purpose of the Job/Key Objectives:

- To be responsible for the development of initiatives across the local multi-agency safeguarding partnerships for adults and children, working with senior managers, staff and the public, to embed processes and practice;
- To provide high quality policy and strategic support for the local Safeguarding Adults Board and Safeguarding Children Partnership and any working groups and task groups.
- Carry out research, consultation and analysis covering a range of policy areas and produce briefings on specific issues and investigations.
- To lead, manage and support complex project work to improve service delivery within the safeguarding partnerships areas of responsibility. Leading other complex projects and key initiatives within the service area as required.
- Ensure that services in partnership agencies make best use of the learning from outcomes of local reviews, national research and policy updates to drive any improvements forward. Manage and plan for risks and issues against these measures.
- Ensure a robust, highly consistent and effective delivery of service across the local safeguarding partnerships.

Job Context:

1. The post holder reports to the Children's Services Partnership & Learning Manager.
2. To manage all of the support needs for the safeguarding board. This entails ensuring the Council's compliance with its statutory duties in relation to the responsibility of the department.
3. The post holder will be required to occasionally work outside normal office hours.
4. To deputise for the Partnership & Learning Manager as required.

Key Accountabilities and Result Areas:

Key Result Area	Expected End Result
<p>Plan and deliver the services required in the area of responsibility, ensuring compliance with all internal and external standards.</p>	<ul style="list-style-type: none"> • Service objectives for area of responsibility are developed in agreement with line manager. • Progress against objectives are effectively monitored and delivered. • All relevant legislation, policies and procedures are implemented and complied with. • To undertake audits, reviews and other service led initiatives across the service; • To collaborate on the development and maintenance of all policies and procedures; • To report to the safeguarding board on quality and service improvement, including making recommendations of areas for improvement; • To ensure that information systems are developed, monitored and maintained in accordance with the Council's procedures and GDPR requirements. • Ensure all projects are managed through the Council's project management systems
<p>Manage projects, within the specialist field and control allocated resources.</p>	<ul style="list-style-type: none"> • Projects are delivered to agreed specification, timescales and budgets. • Change initiatives are successfully integrated and implemented across all impacted service areas.
<p>Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Resolve problems, within scope of role, escalating to line manager as required.</p>	<ul style="list-style-type: none"> • Customer/service queries are responded to and resolved. • Customers are satisfied with the response, or aware that issue has been escalated. • Relevant, accurate, understandable and timely information is provided. • The board receives timely and effective communications. • A positive image of the Council is promoted.
<p>Make a significant contribution to the Children's safeguarding Board</p>	<p>A positive contribution is maintained Where required to effectively challenge colleagues and managers to ensure a high quality service is offered. Represent the service as required at various boards both locally and regionally.</p>

Experience

- Experience of providing advice, support and challenge to politicians and senior managers.
- Excellent research, analysis, interpretation and evaluation skills.
- Experience of writing reports, briefings and other high level communications.
- Thorough understanding of the relevant political structures and processes.
- Experience of collaborative policy development with multiple agencies
- Experience and knowledge of at least one of the following areas: Working Together 2018; Care Act 2015; Adult Safeguarding; Safeguarding Children; Community safety, general health and well-being agenda
- The ability to work creatively to solve problems
- Robust, resilient, highly motivated and not easily discouraged.
- Ability to work flexibly in a pressurised environment
- Authority and credibility to build relationships influence and engage successfully with politicians, senior managers, colleagues and partners in complex or sensitive situations.
- Initiative, strategic and political awareness demonstrated in problem solving and decision making.
- Excellent time management skills to manage a complex workload prioritise and set deadlines and cope with conflicting and changing demands.
- Good ICT skills - both standard Microsoft applications and specialist systems.
- Proven track-record of successful project management within a multi-disciplinary public or private sector organisation, including developing, leading and implementing strategies and initiatives, which cross service and professional boundaries.

Knowledge

Knowledge of the adults and children's safeguarding agendas and the ability to manage and negotiate the complex delivery of support services within a consistently challenging budgetary environment.

Understanding of the workings of local government and strategic partner agencies, and the challenges set by the new local government agenda within the financial, legal and political context

The ability to collaborate on supporting the strategic direction of adults and children's safeguarding services, and the necessary supporting plans for delivery, with and through partners.

- Providing leadership to a range of functions, maximising efficiency, different delivery models and improving performance.
- Effective partnership working.
- Understanding, appreciation and working within the political context and environment.
- A detailed understanding and awareness of the adults and children's safeguarding partnership systems.

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Grade:

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	C	<ul style="list-style-type: none"> • Uses communication and influencing skills to progress complex situations and achieve significant impact • Able to effectively present to & influence large groups of people • Translates strategy into effective operational messages, easily understood at all levels • Demonstrates an in-depth understanding of organisational politics and uses this effectively • Creates and implements appropriate communication strategies to support complex projects • Ensures communication effectiveness throughout the business is continuously reviewed
Delivering excellent customer service	C	<ul style="list-style-type: none"> • Acts as role model in own personal approach to customer focus • Proactively seeks and effectively uses customer information to inform service delivery • Proactively seeks to establish and meet current and future needs of customers • Organises processes around customers, taking account of complex and sensitive issues to meet their long term needs • Implements and utilises systems to record customer feedback and communicates ideas and information to appropriate people, ensuring information is fed back into appropriate systems • Creates an environment where team/s are empowered to put customers first
Achieving Results and Success	D	<ul style="list-style-type: none"> • Able to identify need and put a strategy/business case forward in response to changing needs of the organisation • Understands and considers the impact of external influences • Ensures work processes and projects are well targeted, resourced and managed to deliver strategic aims • Identifies and manages risk, taking appropriate steps in order to identify new and better ways of improving strategic performance • Works with managers, staff, partners and stakeholders to develop new initiatives that contribute to the development and performance of the organisation
Respecting Others	C	<ul style="list-style-type: none"> • Develops a culture of Equality and Diversity • Empowers people to achieve best practice in this area • Adapts to different audiences

		<ul style="list-style-type: none"> • Demonstrates integrity and consistency in decision making • Ensures team members value diversity • Demonstrates clear and consistent leadership in promoting equality and diversity • Ensures full access to services for all • Responds efficiently and appropriately where there is evidence of unfairness • Respects confidentiality wherever appropriate • Challenges inappropriate behaviour • Upholds a high standard of fairness and ethics in words and actions
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Additional Requirements:

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training. You will meet these expectations.
- Comply with Health and Safety Regulations associated with your employment.
- Awareness of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- Post-holder may be required to work at any Council site.
- Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the post holder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.