



Job Description

Directorate	People
Service	Children's Services

Post details	
Job title	Head of Service - Residential and Supported Accommodation
Grade	15
Location of work	As required across all work locations within Warrington Borough Council and outside the geographical area as required through service provision
Directly responsible to	Deputy Director Children's Social Care
Directly responsible for	Services within Residential and Supported Accommodation
Hours of duty	37 per week
Primary purpose and scope of the job	
<ul style="list-style-type: none">• To hold operational and strategic management responsibility for residential and supported accommodation services provided by Warrington Borough Council.• To ensure that the local authority fulfils its statutory, regulatory and national minimum standards requirement and the Council's own objectives in relation to residential children's homes and supported accommodation homes.• In conjunction with the Deputy Director ensure the continuing cost-effective development for services, ensuring service provision is efficient and effective and in accordance with the Council's vision, value and strategy• Effectively line-manage the performance of the residential and supported accommodation homes including direct line management of the service managers• To deliver a balanced budget across the Service	
Working Relationships	
<ul style="list-style-type: none">• Director of Children's Services, Deputy Directors and Heads of Service within the People Directorate and other Senior Officers within the Council	

- Members of Warrington Safeguarding Partnership, Corporate Parenting and the Children and Young People's Partnership and their related sub-groups
- Staff across Children's Services within the People Directorate
- Senior Managers within other key statutory agencies
- Other Local Authorities
- Service Users, children and their families
- Elected Members, including the Lead Member for Children's Services and the Chair of the Corporate Parenting Forum

Key Tasks and Responsibilities

1. The postholder must carry out the duties with full regard to the Council's Corporate Plan, the Corporate Equality and Diversity Policy, Health and Safety Policy and Social Inclusion Strategy.

STRATEGIC MANAGEMENT

2. To be responsible for service delivery and developments within the Residential and Supported Accommodation service.
3. To contribute to the strategic service delivery developments within the service area and produce, deliver on an annual business plan and sufficiency strategy.
4. To work closely with the Director of Children's Services, Deputy Director and Heads of Service within the Children's Social Care Department to agree priorities of development and change.
5. To provide a clear sense of purpose and direction within the service and contribute to the achievement of wider Council objectives.
6. To be the Responsible Individual for Local Authority Registered Children's Homes.

SERVICE QUALITY

7. To ensure that activities within the Service are carried out to agreed quality service standards and result in improved outcomes for children and young people.
8. To ensure and promote service user involvement with service design and delivery.
9. To provide specialist advice to staff within the Service, Department and Directorate and other agencies as appropriate and to investigate complaints and disciplinary matters in accordance with Corporate and Directorate Procedures.

PERFORMANCE

10. Set and measure ambitious targets that reflect both the People Directorate and Authority wide targets, visions and values to develop "outstanding" service objectives that improve organisational effectiveness and service delivery.

11. To ensure that there is robust quality assurance of the work of the Service; that regular and sufficient audits are undertaken and that performance targets are tracked and steps taken to ensure that these are achieved.
12. To ensure risk is appropriately managed.
13. To ensure that the service is in a state of readiness for external scrutiny from related bodies, including Ofsted.
14. Ensure the performance of staff within the Service is annually appraised and that support is provided through regular managerial supervision.

RESOURCE MANAGEMENT

15. Take a lead on and co-ordinate proactive and innovative service development and to ensure services are maintained at critical levels.
16. Ensure the dissemination, understanding and implementation of changes from relevant legislative changes, government guidance, research reports and other publications.
17. Ensure that appropriate health and safety policy and procedures are adhered to.
18. To manage the recruitment and selection process for all members of staff within the areas of responsibility.
19. To ensure staff are organised, trained, informed, managed and motivated to deliver a high quality service.
20. To be responsible for budget setting, monitoring expenditure and delivering a balanced budget across the Service.

COMMUNICATION

21. To provide high level advice and leadership as appropriate and when required to senior officers on any issue, operational or strategic, associated with the care, protection of children and promotion of their well-being or any issue which might give rise to media attention and / or external scrutiny.
22. To represent the Director & Deputy Director of Childrens Social Care as required.
23. To work within the political environment and to provide reports as and when required by politicians, senior officers and the Council Leader.
24. To advise and work with elected members of the Council through formal committees and groups together with informal briefing and individual constituency enquiries.
25. To represent the People Directorate and the Council as appropriate.
26. To keep the workforce fully informed on matters relating to the Service's services and the wider Directorate and Council issues, to achieve a culture of clarity of purpose and high performance.
27. To engage and participate in sector led improvement at regional level and attend relevant regional forums to facilitate and enhance service development.

CULTURE

28. To work in partnership with key agencies, ensuring that there are effective communication and an integrated approaches to service delivery.
29. To ensure that diversity is valued and managed within the service and that all policies relating to equality of opportunity in the recruitment, selection, supervision and management of staff and service delivery are observed.
30. To be flexible to undertake standby duty on a rota basis after normal working hours and at weekends, bank or public holidays to deal with emergencies as they arise.
31. To promote and model a positive and inclusive managerial style which reflects an open, transparent and learning culture and ensures staff are supported to deliver positive outcomes for children and young people.
32. To ensure that the child's voice/views are sought and heard in all service delivery and service development activities.

GENERAL

33. To undertake such additional duties as are reasonably commensurate with the level of this post.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Darren Davies
Role	Head of Service
Date	November 2025