



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	Head of Service – Residential and Supported Accommodation
Grade	15
Directorate	People
Service	Children's Services

Criteria

Experience		
1. Proven track record of management of improvement and change in service delivery	A/I	E
2. Evidence of significant experience of managing children's residential homes and/or supported accommodation homes	A/I	E
3. Significant operational experience of successfully managing services within a local government or voluntary sector environment	A/I	E
4. Evidence of successful resource and financial management including evidence of formulating budgets, resolving conflicting priorities and applying monitoring and control procedures	A/I	E
5. Provide evidence of successfully managing performance in a range of settings	A/I	E
6. Proven track record of partnership working (internal and external)	A/I	E
7. Significant experience of planning, reviewing and quality assurance of the delivery of services	A/I	E
8. Experience of delivering positive inspection outcomes	A/I	E

Skills and Abilities		
1. Proven leadership skills and an ability to handle sensitive policy issues	A/I/AC	E
2. Well established oral and written communication skills	A/I/AC	E
3. Excellent interpersonal and networking skills	A/I/AC	E
4. Senior level operational management skills	A/I/AC	E
5. Ability to cope with complex issues	A/I/AC	E
6. Ability to develop and sustain partnerships	A/I/AC	E
7. Advanced analytical skills and ability to think critically	A/I/AC	E
8. Proven ability to negotiate successfully	A/I/AC	E
9. Ability to demonstrate personal resilience when working in pressurised situation	A/I/AC	E
10. Ability to deliver presentations to a range of audiences	A/I/AC	E

Education, Qualifications and Knowledge		
1. Detailed knowledge of legislation and practice relating to residential care	A/I	E
2. Qualification in Social Work or equivalent qualification to manage in residential care	A/C	E
3. Sound knowledge of 'people management' (including motivation, performance and capability)	A/I	E
4. Understanding of the political context and environment of local government	A/I	E
5. Management training	A/I	D

Other Requirements		
Provision of satisfactory DBS Enhanced Disclosure	A/I	E
Ability to travel independently within the geographical area covered by the Authority and beyond when required	A/I	E

Commitment To Equal Opportunities		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A/I	E

Commitment To Service Delivery / Customer Care		
Committed to providing an excellent customer experience and embedding customer focus in all aspects of service delivery.	A/I	E

Climate and Sustainability		
Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.	A/I	E

Methods of Assessment Key		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements		
The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification 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

