

Job Description and Person Specification

Team Manager QA and Safeguarding

Job Details	
Grade	GRD10
Service	Safeguarding Practice & Workforce
Location	City Wide
Job Evaluation Code	L3650D

About Coventry City Council
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
This is a Service Manager role within Children's Quality Assurance service. Specific job purposes are: to lead and manage the Quality Assurance Framework across Children's Services and the Safeguarding in Education Service.

Main Duties & Key Accountabilities
Providing leadership and direction to the Safeguarding in Education Service. Overseeing and coordinating the team's scrutiny, advice and support to schools, colleges and early years providers. Ensuring the

consistent delivery of high-quality safeguarding policy reviews, safeguarding audits and reports, and training to strengthen safeguarding practice across education settings.	
Leading the ongoing development of safeguarding practice within education settings. Supporting the early identification of pupils and students at risk of significant harm. Overseeing the delivery of effective early help responses & safeguarding interventions.	
Maintaining high performance standards for the Safeguarding in Education Service as a traded service for the Council.	
Developing and delivering training and support to enable managers across Children's Services to effectively engage in quality assurance activity. Supporting evaluators involved in quality assurance activity to produce representative, meaningful and valuable findings. Interpreting quality assurance findings to identify and make recommendations for service-wide and service-specific development needs. Tracking how quality assurance findings and recommendations are progressed and ensuring that these lead to developments in the interests of children and families.	
Evaluating and reporting on findings from quality assurance activity across wide and varied audiences. Audiences might include the Council's elected members, senior leaders, practitioners, children, family members, the Coventry Safeguarding Children Partnership, and external stakeholders.	
Identifying localised and service-wide learning and development priorities for best practice and impact, and supporting strategies for promoting and enabling improvement.	
Providing clear, visible, motivational, and relational leadership. Clearly communicating the vision and objectives for the Quality Assurance Service and wider Children's Services. Creating a high support high challenge culture, drives continual improvement, best value and high levels of user satisfaction.	
Promoting, developing and maintaining effective partnerships and strategic alliances, internally and externally, to deliver good service outcomes & achieve high quality service delivery.	
Ensuring that the views of children, young people, parents, and carers are meaningfully reflected within all quality assurance activity. Reflecting on these views and demonstrating how these inform service development.	
Supporting the Operational Lead for Quality Assurance and any other duties and responsibilities commensurate to the salary grade.	

Key Relationships

External:	Range of statutory and voluntary partner agencies and organisations including but not limited to CSCP and subgroups, Police, Health, Education/Schools & Early Years, Ofsted, Home Office, DfE, National/Regional LADO Networks, DBS, Channel & Prevent partners and stakeholders.
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Internal:

Range of Corporate/City Council partners including HR and other Business Partners; all Children's Services departments.

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

Safeguarding in Education Advisor/s Quality Assurance Monitoring Officer Quality Assurance Engagement Officer/s Quality Assurance Service Development Officer

Person Specification

Requirements

Knowledge

Knowledge of the Coventry Safeguarding Children's Partnership multi agency processes and procedures.

Knowledge of relevant social care legislation and policy. For example: Children Act 1989, 2004. Working Together 2026. The National Framework 2026. Safeguarding Vulnerable Groups Act 2009. Sexual Offences Act 2003. Keeping Children Safe in Education 2026. Families First Partnership Programme Guidance 2026.

Knowledge of the statutory Ofsted inspection & regulatory frameworks

Skills And Ability

Good written & verbal communication skills across a range of media. Ability to influence, motivate, and build buy-in from a range of service areas and stakeholders.

Ability to manage competing priorities, delegate

	and coordinate workloads
	Ability to manage budgets
	Ability to analyse, interpret, and present varied data, and to contribute to creation of information systems
Experience	Experience of leading partnership working and inter-agency networks
	Experience of leading and managing change
	Experience of working in and meeting the needs of diverse communities
Qualification	Professional qualification in social work. Social Work England Registration
Special Requirements	This post is exempted under the Rehabilitation of Offenders Act 1974. Appointment to this post will be conditional upon receipt of a satisfactory check of records via Disclosure and Barring Service (DBS).