

Role Profile

Job Title:	Head of Service, Family Support
Location:	Colindale
Department:	Prevention & Family Support
Directorate:	Family Services
Grade:	7
Salary Range:	£89,701 - £100,459
Reports to:	Assistant Director of Prevention and Practice Improvement

1. Job Purpose:

As a member of the Senior Management Team in Family Services, the Head of Prevention and Family Support provides strategic leadership across Barnet's 0–19 Family Hubs, Early Years and prevention systems.

The role is responsible for shaping and driving a whole-family, multi-agency early intervention offer that prevents escalation into statutory services, strengthens resilience, and ensures families receive the right support at the right time.

This includes strategic oversight of early years provision, 0–19 hubs, parenting and youth interventions, integrated working with MASH, and embedding family-led decision making from the earliest point in a family's journey.

2. Key accountabilities:

- Provide strategic and operational leadership for Family Support (Early Help) services across the borough.
- Lead the integration and development of Early Help pathways within the Multi-Agency Safeguarding Hub (MASH) to ensure timely, safe and holistic decision making.
- Lead the development and implementation of government-leading strategies to enhance preventative and holistic support services to children, young people and families, e.g. the Best Start Life and Youth Strategies and ensure timely reporting and holistic decision making.
- Drive a strong prevention ethos that reduces escalation into statutory services and supports families to thrive in their communities, working closely with the Barnet Integrated Clinical Services.
- Ensure the delivery of high-quality, evidence-based interventions across Early Years, Best Start Hubs, parenting support and youth services.
- Embed family-led decision-making models, restorative practice and whole-family approaches in all services.
- Lead, support and supervise Service Managers across Family Hubs and Early Years Settings to ensure consistent, high-quality practice.
- Develop and oversee quality assurance frameworks, audits and performance reporting to ensure excellent standards of practice and service delivery.
- Work collaboratively with partners including health, education, police, housing and the voluntary sector to build integrated, effective systems of support.
- Lead commissioning and resource planning to ensure services are cost-effective, sustainable and aligned with strategic priorities.
- Promote a culture of learning, reflective practice and continuous improvement across Family Support services.
- Ensure workforce development strategies support recruitment, retention and professional growth across the Early Years and Family Support workforce.
- Represent Barnet Family Support services at local and regional partnership boards and contribute to strategic planning across the organisation.

Caring for people, our places and the planet

3. Health and Safety Responsibilities:

Senior Management/Director Job Description

- Abide by Barnet's health and safety policy, associated arrangements, and implement the Senior manager's/Director's responsibilities set out therein.
- Complete mandatory health and safety training.
- Ensure strategic/service plans take account of health and safety risks and effects on employee wellbeing.
- Monitor health and safety compliance arrangements and take action where there are concerns.
- Include health and safety in regular management team/board meetings.
- Lead by example, monitor and enforce health and safety compliance of managers.
- Ensure sufficient resources are allocated to managing risk.

4. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

5. Flexibility

To deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

6. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

N.B. All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Barnet is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment procedures.

This role is subject to an enhanced DBS Check.

PERSON SPECIFICATION

Job Title	Head of Service, Family Support
Location:	Colindale
Directorate:	Family Services
Grade:	7
Salary Range:	£89,701 - £100,459
Reports to:	Assistant Director of Prevention and Practice Improvement

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Educated to degree level.	Essential	Application/Interview
Significant senior leadership experience in Early Help, Family Support or Children's Services.	Essential	Application/Interview
Experience & Knowledge		
Extensive knowledge of legislation, national policy and statutory guidance relating to Early Help, MASH, safeguarding and family services.	Essential	Application/Interview
Proven experience of developing and leading multi-agency partnerships that deliver improved outcomes for children and families.	Essential	Application/Interview
Strong understanding of early intervention, family-led decision making and whole-family practice models.	Essential	Interview
Evidence of continuous professional development.	Essential	Application/Interview
Skill & Ability		
Detailed knowledge of government guidelines and standards that support the delivery of safe, high-quality service	Essential	Application/Interview
Knowledge of professional codes of practice that underpin the Children's Workforce in statutory and early help settings.	Essential	Interview

Ability to analyze complex data, performance information and service trends to inform strategic planning.	Essential	Application/Interview
Excellent communication, negotiation and relationship-building skills, with experience influencing at a senior level.	Essential	Interview
Ability to lead and develop a large, multi-disciplinary workforce in a high-demand environment.	Essential	Interview
Resilience, emotional intelligence and the ability to manage complexity and change effectively.	Essential	Interview
A high level of consultative, interpersonal, communication and negotiation skills which includes the ability to deal with complex issues in a sensitive and appropriate manner.	Essential	Application/Interview
A good understanding of relationship management and the capacity to establish and maintain effective communication and working relationships.	Essential	Interview
A strong capacity to motivate, inspire and encourage people to reach their full potential.	Essential	Interview
A good capacity to deliver high quality work to deadlines in a high demand environment.	Essential	Interview
Ability to summarize, analyze and evaluate complex information including data, spreadsheets, and trends analysis.	Essential	Interview
Ability to work as part of a team and contribute to strategic and operational service developments.	Essential	Application/Interview
Ability to work across professional boundaries which demonstrates a clear understanding of the roles and responsibilities of other agencies to promote an integrated approach and multi-disciplinary working to achieve results.	Essential	Interview
A strong professional interest in research findings and their contribution to the development of best practice.	Essential	Interview
A strong capacity to share information verbally and by writing concise reports about children to safeguard them and promote their welfare.	Essential	Interview
To be computer literate and in possession of the skills necessary to work with information management and recording systems.	Essential	Application/Interview
To be able to thrive in a complex environment and demonstrate resilience.	Essential	Interview

Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say “thank you” and “well done” where appropriate and take time to ‘check in’ to see if the people I work with are ok.	Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt.	Essential	Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile- I am fully empowered to act within the scope of my role.	Essential	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can.	Essential	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding.	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others.	Essential	Interview

Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others.	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions and demonstrate commitment to ensuring these align to what is best for Barnet.	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards.	Essential	Application/Interview