

## Job Profile

**Job Title:** Head of Support and Safeguarding Transformation  
**Job Grade:** Level 6 Zone 1  
**Salary Range:** £63,268 - £76,802

### About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy, we are home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### About the role

The Head of Support and Safeguarding Transformation will lead, co-ordinate and support the Council's and NHS' strategic ambition to deliver integrated support and services to residents at a neighbourhood level.

The role involves a combination of service design and modelling, engagement with staff, stakeholders and residents and provision of social care expertise and leadership capacity to drive the change and transformation required to deliver our service at a neighbourhood level.

The Head of Support and Safeguarding Transformation will be a key member of the leadership team (SMT) within Adult Social Care (ASC). ASC is a part of the 'Supporting People' Directorate within Camden Council.

You will report to the Head of ASC Operations and will work alongside the ASC Head of Neighbourhoods and the ASC Transformation team to lead the Support and Safeguarding review and take it through the required stages of transformation. A key part of the role will be to work with staff from across the Support and Safeguarding services to design and coproduce the new model. Please see the structure chart below.

### Role Purpose:

- To be a key member of the ASC leadership team, helping to drive transformational change and innovation and deliver excellent services for our citizens.
- To lead collaboration with staff and stakeholders (including at the most senior level) to ensure that the Support and Safeguarding service redesign supports national, regional and Camden priorities, as well as meeting the needs of Camden residents.
- To ensure the role aligns with and co-delivers on the key priorities for the transformation of ASC within the borough focussing on greater integrated neighbourhood working and early help and ensuring the work is aligned to the priorities set out in Supporting People Connecting Communities, We Make Camden and The Way We Work.
- To develop and strengthen relationships with relevant partner organisations to ensure services work together to meet people's needs and maximise independence.
- To understand political and economic drivers, to be able to influence key stakeholders and to shape the vision for the service.
- To empower staff and partners and embed innovative approaches to drive high standards, quality and value for money.
- To actively embrace and nurture partnership working, to deliver key priorities within ASC particularly with health, residents and voluntary and community services.
- To work with Senior leaders to ensure the programme supports the delivery of savings within the Medium Term Financial Strategy (MTFS).
- To analyse and have oversight of ASC spend as a whole, driving forward innovation and change where required to ensure value for money as well as better outcomes for residents
- To actively ensure that business processes within the division are effective and result in accurate data on social care and other corporate systems and to use performance and financial data alongside resident experience to inform decisions and design the new model of support.

- To scan the environment for the latest thinking, tools, and technology to ensure the delivery of high-quality services - compliant with legislation and ASC priorities (e.g., the Supporting People, Connecting Communities strategic plan).
- To work with all ASC SMT members in partnership to develop and deliver on a holistic ASC Quality Assurance Framework and ensure that any service design and implementation is set within this context
- To work with all ASC SMT to monitor spend, performance and impact on outcomes, recognising a collective responsibility for the effectiveness of the ASC system
- To work with all ASC SMT to ensure performance and financial data can be effectively used to support and drive the required changes

The postholder will:

- Provide strategic leadership in driving innovation against defined outcomes across adult social care services – based on service data and best practice
- Ensure the Care Act principles are embedded within ASC strategies and work
- Show effective collaboration with internal and external stakeholders, to ensure a whole council approach to living and ageing well in Camden, as well as supporting the achievement of strengths-based outcomes and neighbourhood working
- Benchmark against other Councils service models of excellence
- Produce and present clear and precise reports, to a wide range of audience, including Members and Senior Managers
- Analyse problems and arrive at innovative and user-focused solutions
- Co-ordinate the service's linkages to other parts of the directorate and council, and key partners helping to develop wider strategies and initiatives
- Work in partnership with operational managers to ensure services can influence and deliver the strategic change agenda
- Keep under review the demographic changes in the borough, alongside, maintaining oversight on national policy, legislation, direction, and practice to inform ASC future planning and response
- Take a lead as required on specific areas of Adult Social Care, as delegated by the Head of Adult Social Care Operations
- Undertake effective co-production with residents and stakeholders, to help shape and improve services
- Empower managers and staff to be innovative and create opportunities for learning and development
- Identify and reduce structural inequalities and carry out an equalities impact assessment for any new model of support
- Ensure information governance delivers the requirements of Caldicott and the Care Act 2014
- Ensure legal compliance (e.g., the Equalities Act) and ASC legislation, more broadly
- Contribute to overall planning for Adult Social Care and relevant NHS plans. This will include overall financial planning, customer-based service strategies and Departmental and Corporate developments as relevant.
- Work alongside colleagues to drive performance improvement within the service to achieve excellence as standard
- Be a member of corporate wide groups representing the interests of the department and Adult Social Care Services
- Use their analytical skills to highlight areas for improvement and contribute to service development
- Have excellent communication and influencing skills, with the ability to build excellent working relationships with a wide variety of partners to ensure a co-ordinated approach to work

## About you

Degree level qualification or extensive experience of managing transformation within a local authority environment.

## Technical Knowledge:

Knowledge of approaches to successfully managing change, e.g., PRINCE2, Agile, Organisational change procedures etc.

An excellent understanding of relevant legislation, statutory guidance, and national policies – in relation to Adult Social Care.

**Experience:**

Experience of multi-professional and interagency working.

Experience of policy and strategy in ASC or a related field.

Experience of successfully managing staffing and financial resources.

Significant experience of programme/project management including the management of risk.

Experience of working collaboratively with a range of stakeholders, setting, and achieving mutually agreed, positive outcomes.

Experience of inspiring teams to work together to achieve positive transformation objectives and plans.

Experience of gathering political and economic insight to help to influence service vision and organisational strategy.

Experience of leading on the implementation of innovative large-scale projects, within a political environment.

Experience of empowering staff to deliver quality services, which also offer value for money.

Experience of managing £M+ budgets and of delivering efficiency savings.

Experience of multi-professional and interagency working and the challenges that integrated working brings.

**Work Environment:**

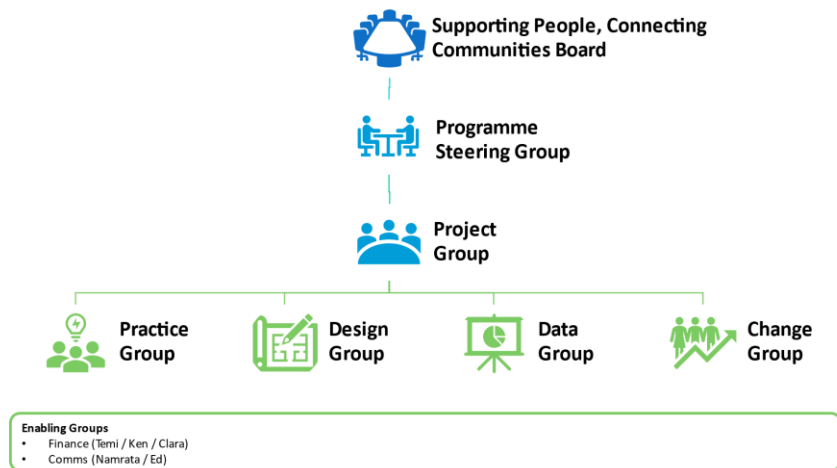
You will be expected to work flexibly, as per the council's agile working policy. You will be based in 5 Pancras Square but is also expected to travel to various locations. You will be expected to attend meetings with key stakeholders within other premises or other council offices.

**People Management Responsibilities:**

Direct Reports

You will not have any immediate direct reports but will have oversight and accountability for delivery of the workstreams that sit under the following programme structure:

## Proposed Governance and Workstreams



## Indirect Reports

You will also work with the ASC Transformation Programme Manager and Programme Team who sit within the Supporting People Strategy Team

### Relationships:

- **Internal** – to foster excellent working relationships within Adult Social Care and across the Council. To utilise knowledge and insight and positively influence Members, including the member for Health, Wellbeing and Adult Social Care.
- **External** – to build effective working partnerships with residents, their family members/carers and with care providers across the borough and beyond. Particular emphasis is placed upon working closely with partners to facilitate the further integration of health and social care and including building effective partnerships and relationships with key partners in the Integrated Care Partnership (ICP)
- **External Bodies** – to work closely with the ICB and other regulatory bodies, by establishing excellent service provision – seeking continual service improvement.

### Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG