

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Head of Berkshire Emergency Duty Service and Bracknell Forest Council Out of Hours</b>		
<b>Directorate:</b>	<b>People</b>	<b>Salary:</b>	£72,199 – £78,741 FTE plus £706 LW and 10% on-call allowance and £5000 Welcome Payment subject T&Cs
<b>Section:</b>	<b>EDS</b>	<b>Grade:</b>	<b>BG-A, SCP 61 - 67</b>
<b>Location:</b>	<b>Waterside Park/Berkshire</b>	<b>Work Style:</b>	<b>Flexible</b>

### Key Objectives of the role

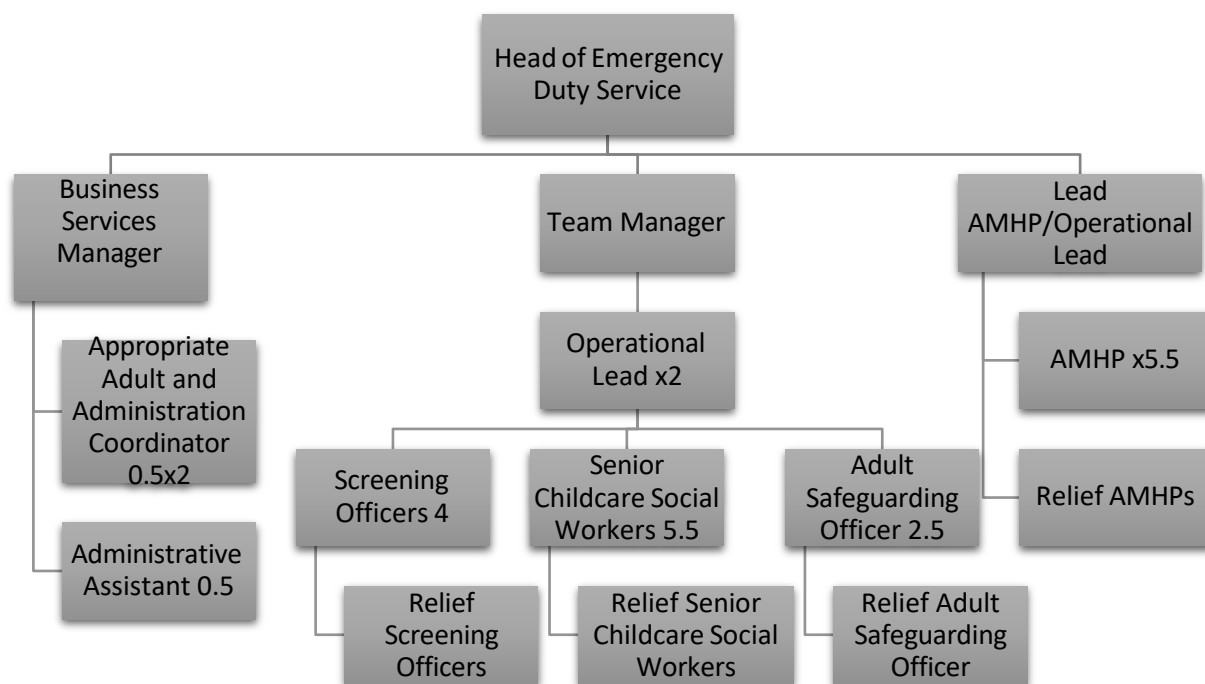
Lead Officer for all six unitary authorities of Berkshire in overseeing the delivery and coordination of all statutory social care during out-of-hours operations. The expansive scope of this role requires a comprehensive understanding of diverse community needs, seamless collaboration with six unitary authorities, and the ability to oversee complex service delivery for a large and varied population.

The postholder must possess generic social care knowledge to:

- Lead the Emergency Duty Service (EDS) in fulfilling the range of duties and responsibilities specified under the Children Act 1989 and associated legislation, Pan Berkshire Children Safeguarding Procedures, and other relevant guidance related to children and families.
- Provide leadership in fulfilling all statutory duties under the Mental Health Act 1983 (2007), including the amendments introduced by the Police and Crime Act 2017, and ensuring compliance with relevant legislation and case law.
- Adult Social Care: Deliver services in accordance with the Care Act 2014 and other relevant legislation.
- Housing and Homelessness: Oversee out-of-hours services, including assessments and provision as per the Homelessness Reduction Act 2017.
- Appropriate Adult Service: Manage the provision for young people and vulnerable adults in police custody.
- The post holder will have a very high level of accountability spanning organisational and system leadership – covering service development to interventions, budget control and risk management of all aspect of social care across Berkshire.
- Lead the transformation of the Emergency Duty Service for improvements and efficiencies.
- The post holder will be responsible for developing and implementing associated operational plans in collaboration with service colleagues and senior leaders in all the six unitary authorities of Berkshire.

- Make significant decisions impacting daily operations and manage complex incidents with escalation in line with the protocols.
- To be responsible for ensuring that the service is adequately staffed 24/7 and in a position to meet all contractual arrangements, regulations and health and safety and all relevant protocol requirements.
- The post holder should also be confident in reviewing the existing contract to take strategic decisions on the future direction of the service which proactively support future service delivery.

### Designation of post and position within departmental structure



### Daily and monthly responsibilities

- Lead the planning, design and provision of a 24/7 statutory social care service across Berkshire, ensuring safe and effective delivery for children, adults, and families.
- Represent EDS at senior levels, acting as ambassador across six unitary authorities, building collaborative partnerships and maintaining strong stakeholder relationships.
- Drive a performance-focused culture, ensuring quality assurance, audit readiness for Ofsted and CQC, and robust responses to external scrutiny and inspections.
- Oversee assessments, care planning, and support packages across client groups, ensuring services are person-centred, legally compliant, and deliver value for money.
- Accountability to 6 authorities for budget spend, including forecasting.
- Lead on urgent incidents and emergencies, ensuring business continuity and appropriate escalation in line with Berkshire-wide protocols.
- Shape professional development, succession planning, and wellbeing for a diverse multi-disciplinary team, promoting a culture of learning, reflection, and high performance.

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- Lead annual planning and service reviews, manage complaints and learning loops, and drive transformation aligned to local and national policy.
  - Participate in senior leadership forums, and lead initiatives that influence council-wide service delivery and development.

### Scope of role

The Head of EDS is the strategic lead for all out-of-hours statutory social care services across the six unitary authorities in Berkshire. The service operates 365 days a year and is fully operational out of hours in line with the contracts for each local authority.

#### Key aspects of the role include:

- Leadership and accountability for safe, compliant, and effective service delivery across all disciplines and boroughs.
- Direct liaison and accountability to Assistant Directors (ADs), DASS/DCS, and senior leaders across the six authorities.
- Operational responsibility for a £2 million+ budget, as well as delegated authority over placement, housing, and support budgets from all councils.
- Management of a diverse workforce of over 50 staff, including recruitment, supervision, and performance management.
- Oversight of contractual compliance, service development, risk management, and health and safety.
- Ensuring all activities meet statutory obligations, safeguarding standards, and are aligned with best value and performance outcomes.
- The post holder is responsible for promoting equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- Commitment to the Council's Equal Opportunities policy at all times.
- Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.
- Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.


## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<p>Social Work qualification with current Social Work England registration.</p> <p>Evidence of relevant management qualification or extensive management training.</p> <p>In-depth knowledge and extensive experience of legislation, policy, and statutory duties across:</p> <ul style="list-style-type: none"> <li>• Children's and Adults Social Care</li> <li>• Mental Health (MHA 1983/2007)</li> <li>• Housing (Homelessness Reduction Act)</li> <li>• Criminal justice (PACE 1984)</li> </ul> <p>Senior management experience in large, complex organisations.</p> <p>Evidence of continued professional development.</p>	<p>AMHP qualification (Approved Mental Health Professional) and current warrant under the MHA 1983/2007.</p>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p>Strong senior leadership in operational social care or health services.</p> <p>Ability to manage complex services and prioritise resources effectively.</p> <p>Knowledge of national policy, regulatory environment, and financial legislation.</p> <p>Proven success in:</p> <ul style="list-style-type: none"> <li>• Performance and risk management.</li> <li>• Budget planning and management.</li> <li>• Building effective governance and assurance frameworks.</li> </ul>	<ul style="list-style-type: none"> <li>• Leading transformation and change programmes.</li> </ul>

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	<p>Experience working in political environments and across multi-agency partnerships.</p> <p>Excellent communication and interpersonal skills, able to influence at all levels.</p> <p>Ability to inspire, motivate and lead multi-disciplinary teams.</p> <p>Strategic vision and the capacity to translate this into action.</p>
<b>Work-related Personal Requirements</b>	<p>Must hold a full UK driving licence (or equivalent).</p> <p>Demonstrates:</p> <ul style="list-style-type: none"> <li>• Diplomacy and emotional intelligence.</li> <li>• Ability to lead under pressure, manage crises, and motivate teams.</li> <li>• Willingness to work flexibly including out-of-hours.</li> </ul> <p>Skilled in digital innovation and using technology to improve service delivery.</p> <p>Strong commitment to equality, diversity, and inclusion.</p>
<b>Other Work Requirements</b>	<ul style="list-style-type: none"> <li>• A satisfactory enhanced Disclosure and Barring Service check</li> <li>• Ability to determine capacity and forecast key pressure areas and demand to build resilience and plan appropriate response.</li> <li>• Flexibility to attend meetings outside of core hours as a representative of the organisation when necessary.</li> </ul>

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<b>Role models and demonstrates the Council's values and behaviours</b>	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>	
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All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.





EMPLOYER RECOGNITION SCHEME

SILVER AWARD 2024

Proudly supporting those who serve.

