

Quality Assurance Lead Grade 11

About the Service

Staffordshire's Families Integrated Front Door (SFIFD) is the first point of contact for professional and the public seeking support or raise concerns about children and their families. The service provides a timely, coordinated and proportionate response to safeguarding contacts and contacts that do not clearly meet a statutory threshold, ensuring children are supported at the right level and at the right time.

SFIFD is a high-performing, well-established co located, multi-agency team with a strong commitment to safeguarding, continuous learning, and improving outcomes for children and families across Staffordshire.

The post is located at Lindum House, Stone.

About the Role.

The Children's Quality Assurance Lead is responsible for supporting continuous improvement across Staffordshire Families integrated front door by monitoring, evaluating and improving the quality of practice, decision-making and outcomes for children, young people and families.

The post holder will use audit findings, performance information, thematic reviews and service intelligence to identify strengths, risks, patterns and areas for improvement across the Integrated Front Door.

The post holder will support practitioners in completing quality audits, thematic reviews and learning activity, contribute to service development, and support the

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11/09/2026





service to meet statutory requirements, safeguarding standards and inspection frameworks. The post holder will ensure that the quality assurance framework supports safe, consistent and child-focused decision-making.

The post holder will hold strategic oversight of the contact centre function, working with the Performance Analyst to ensure effective service development, resilience, quality assurance and continuous improvement.

The post holder will provide line management, professional supervision and quality assurance oversight to the Performance & Contact Centre Analyst, ensuring that performance reporting, analytical products and service intelligence are accurate, robust, professionally informed and aligned to the priorities of Staffordshire Families Integrated Front Door. The post holder will hold strategic oversight of the contact centre function, working with the Performance Analyst to ensure effective service development, resilience, quality assurance and continuous improvement.

Reporting Relationships

Responsible to: Head of Service Integrated Front Door

**Responsible for: Performance & Contact Centre Analyst
(Integrated Front Door)**

Key Accountabilities:

1. Support the team to undertake regular audits of contacts, referrals and decision-making within the Integrated Front Door, including outcomes to Early Help, statutory social care and partner services.
2. Provide line management, supervision and professional oversight to the Performance & Contact Centre Analyst, ensuring that performance reporting, data analysis and service intelligence support quality assurance, operational grip and service improvement.
3. Work with the Performance & Contact Centre Analyst to align performance insight with audit findings, thematic

70001044/G11/CAS

11/09/2026



learning, improvement activity and inspection readiness.

4. Hold strategic oversight of quality and performance arrangements within the contact centre function, ensuring that service quality, consistency, resilience and improvement activity are maintained.
5. Evaluate the quality of screening, risk analysis, threshold application and management oversight to ensure that safeguarding concerns are identified, recorded and responded to appropriately and proportionately.
6. Support the effectiveness of multi-agency working, through information sharing, auditing, analysis and joint decision-making within the SFIFD.
7. Monitor consistency in the application of local thresholds and pathways across agencies.
8. Identify trends, themes and risks to inform service improvement and demand management and training needs.
9. Use audit findings, performance information, complaints, case reviews and serious incidents to identify learning and strengthen front door practice.
10. Support the development of clear reports, briefings and assurance updates for senior managers, safeguarding partnerships and governance boards.
11. Contribute to the continuous development of SFIFD policies, procedures and tools.
12. Support inspection readiness (e.g. Ofsted), including evidence gathering related to SFIFD effectiveness and learning from feedback and improvement.
13. Ensure feedback from children, young people and families informs quality assurance activity and promote a child-centred, strengths-based and trauma-informed approach within IFD practice.
14. Implement quality assurance activity in line with agreed service frameworks, priorities and improvement plans, ensuring this is informed by performance insight, audit findings and emerging themes.

Person Specification

Qualifications/Professional membership

- Educated to degree level or equivalent qualification in Social work
- Registered with Social Work England

Knowledge and Experience

- Significant experience within Children's Services, safeguarding or Early Help environments.
- Thorough understanding of Integrated Front Door models, multi-agency working and threshold decision-making.
- In-depth knowledge of relevant legislation and guidance (e.g. Children Act 1989/2004, Working Together to Safeguard Children).
- Significant experience of auditing, quality assurance or performance activity within a front door or safeguarding context.
- Experience of the analysis of complex information and presenting key insights and balanced findings
- Confidence to challenge practice constructively across agencies and professional boundaries.
- Experience of influencing, motivating staff and colleagues to achieve their maximum potential.
- Experience of identifying trends, themes and risks to inform service improvement, demand management and training needs

Skills

- Evidence of ethical judgement in the use and presentation of data, particularly where children and families are concerned
- Ability to present complex data clearly to a range of audiences.
- Effective written and oral communication skills including the ability to prepare and present complex reports and to communicate with staff/service users at all levels.
- Ability to advise appropriately in accordance with policies and legislation.
- Proactive approach to problem solving and the ability to develop innovative solutions to improve practice.
- Ability to obtain and analyse complex information and present clear, balanced findings.
- Demonstrate professional curiosity and reflective approach, rooted to improving the outcomes for children

This post is designated as a casual car user
The content of this Job Description and Person
Specification will be reviewed on a regular basis.

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