

Service Manager Multi-Agency Child Protection Teams Grade 13

About the Service

Our strategic ambition for children and young people in Staffordshire:
Happy, Healthy, Safe, Belonging and Achieving.

Our aim within the Multi Agency Child Protection Teams (MACPT) is to ensure that children who are experiencing, or are at risk of significant harm receive timely, robust and child centred multi agency intervention. Through a coordinated, whole system safeguarding response, we work with determination to identify, understand and reduce immediate and future risks, strengthen safety around children, and take decisive action when they cannot be safely cared for within their family network.

MACPT practice places children's voices, lived experiences and needs at the centre of every multi agency discussion, assessment and decision. We ensure that every child is heard, that every concern is explored collaboratively and understood within its wider context, and that every plan—across agencies—reflects what will make their lives safer, more stable and more hopeful.

Working in close partnership with families, wider support networks, the Integrated Front Door, neighbourhood teams, health, police, education, legal services, family help teams and CP/Court teams; MACPT leads a unified approach to high quality social work analysis, multi agency evidence and timely progression of safeguarding activity.

We recognise that strong, trusted and enduring relationships are essential for children who are part of child protection processes. As a multi agency partnership, we work collectively to build and sustain support networks around every child, ensuring they are not isolated, their needs are understood, and their relationships are protected and strengthened throughout and beyond statutory involvement.



MACPT is committed to delivering high quality multi agency risk assessment, authoritative practice and sound professional judgement. Through integrated pathways, shared accountability and skilled partnership working, we ensure that children receive the protection they need, at the time they need it, through a system that is safe, coherent, timely and unwaveringly centred on their wellbeing.

About the Role

The Service Manager for the Multi Agency Child Protection Teams (MACPT) provides strategic and operational leadership for the development, embedding and day to day delivery of the MACPT model across the county. The role is central to ensuring that children at risk of, or experiencing, significant harm receive timely, coordinated and child centred multi agency intervention. The post holder ensures that MACPT delivers high quality safeguarding responses, robust multi agency risk assessment, and purposeful planning that aligns with national reforms and strengthens whole system practice.

Working under the strategic direction of the Head of Service IFD, EDS and MACPT, the Service Manager ensures that MACPT operates with consistency, clarity and shared accountability across partners. They maintain oversight of the quality, compliance and progression of multi agency safeguarding activity, ensuring that children's safety remains paramount, that decision making is defensible and proportionate, and that multi agency practice reflects statutory guidance and local thresholds.

A key responsibility of the role is to build and sustain strong multi agency partnerships, ensuring effective coordination with neighbourhood Service Managers, the Integrated Front Door, the Emergency Duty Service (EDS), health partners, police, education, Family Help Services and Child Protection and Court teams. The Service Manager works proactively to resolve barriers, improve information flow, strengthen shared decision making, and embed consistent safeguarding thresholds across the wider children's system.



The Service Manager is accountable for the operational delivery of the MACPT model, including performance oversight, quality assurance, workforce development and the management of resources linked to safeguarding pathways. They promote high standards of reflective practice, professional curiosity and multi agency collaboration, ensuring practitioners are supported, challenged and equipped to manage complex and high risk work.

This role plays a pivotal part in driving continuous improvement across the safeguarding partnership—embedding learning from national policy, Ofsted inspection, serious incidents, multi agency audits, judicial feedback and local reviews. The post holder champions a culture of excellence, innovation and shared responsibility, contributing to whole system development and the delivery of Staffordshire’s wider transformation programme.

Fundamentally, the Service Manager ensures that children at highest risk receive timely, authoritative and effective multi agency intervention, and that MACPT practice delivers improved safety, stability and long term outcomes for children and families.

The role involves the effective management of the Staffordshire MACPT approach, including developing, embedding and reviewing the effectiveness of the service and ensuring high standards of practice alongside consistency of thresholds are maintained. The post holder will work with Family Help, Partners, Principal Social Worker and Safeguarding Children’s Partnership to ensure robust quality assurance processes are in place promoting a culture of continuous improvement.

Reporting Relationships

Responsible to: Head of Service IFD, EDS and MACPT

Responsible for: Strategic leadership of the Staffordshire approach to MACPT and operational management of the team managers. This includes leading partnership decision making and line managing multi-agency staff including police officer, health lead, IDVA and social care staff

Key Accountabilities:

1. Strategic Leadership & Service Development:

- Provide strategic and operational leadership for the Multi-Agency Child Protection Teams (MACPT), ensuring alignment with the council's vision, values, statutory duties and whole-system safeguarding framework.
- Lead the implementation, monitoring and continuous development of the MACPT model, ensuring it aligns with national reforms, strengthens multi-agency risk identification, and improves consistency and quality in safeguarding practice across the county.
- Promote a culture of professional curiosity, high-quality analytical assessment and consistent application of multi-agency thresholds within MACPT and across partner services.
- Support a learning culture that embraces innovation, multi-agency reflective practice and continuous improvement, strengthening whole-system approaches to early risk identification, assessment and safety planning.
- Lead, motivate and develop the MACPT workforce, ensuring high-quality supervision, reflective discussion, management oversight and practice guidance that support effective multi-agency decision making in complex and high-risk cases.

2. Partnership & Collaborative Working:

- Build and maintain strong, effective partnerships with key safeguarding agencies including neighbourhood Service Managers, Integrated Front Door, Family Help, Police, Health, Education, Legal Services, Cafcass and voluntary sector partners.
- Lead or participate in multi-agency forums addressing complex risk, child protection planning, contextual safeguarding, exploitation and high-risk adolescents, ensuring coordinated, timely and defensible multi-agency responses.
- Represent MACPT at local and regional partnership meetings, sharing learning, championing integrated safeguarding practice and escalating cross-system issues that impact outcomes for children.
- Work collaboratively with commissioning colleagues and partners to identify gaps in multi-agency provision, risk-reduction services, assessment capacity and family support needed to safeguard children effectively.

3. Service Delivery & Performance Management:

- Ensure MACPT practice is evidence-based, compliant with legislation and responsive to emerging risks, learning and national expectations for multi-agency safeguarding systems.
- Oversee multi-agency performance monitoring within MACPT, ensuring timely and effective progression of strategy discussions, Section 47 enquiries, safety planning and Child Protection Conferences.
- Embed an outcomes-focused performance culture informed by multi-agency audits, feedback from partners, case reviews, complaints, and learning from serious incidents. Use this learning to shape MACPT practice development and service design.
- Develop and implement multi-agency practice guidance, procedures and pathways that support consistent, timely and proportionate safeguarding responses across MACPT and partner agencies.

4. User Engagement & Co-production:

- Promote meaningful opportunities for children, young people and families to contribute to assessments, planning and MACPT-wide service improvement.
- Champion the voice, rights and lived experiences of children involved in MACPT processes, ensuring these shape multi-agency decision making and safety planning.
- Strengthen mechanisms for gathering, analysing and responding to feedback from children and families, ensuring this drives continuous improvement and supports high-quality relational practice.

5. Resource & Project Management:

- Manage MACPT resources effectively, ensuring safe, efficient and financially responsible delivery of multi-agency safeguarding functions, including oversight of specialist assessments and multi-agency capacity.
- Lead MACPT-related change projects and improvement initiatives, ensuring timely delivery, measurable impact and alignment with the council's wider transformation programme.
- Identify and mitigate operational and systemic risks, responding quickly to issues that may impact child safety, quality of practice or partnership performance.
- Contribute to the broader leadership of the children's safeguarding system, promoting a culture of innovation, trust, constructive challenge, shared accountability and continuous learning.

6. Service-Specific Accountabilities:

- Lead the operational delivery of statutory multi-agency safeguarding processes, including strategy discussions, Section 47 enquiries, joint assessments, safety planning and Child Protection Conferences.
- Ensure MACPT maintains rigorous oversight of risk, safety planning and case progression, including effective coordination of partner contributions to statutory processes.
- Support multi-agency permanence planning from the outset, ensuring timely identification and involvement of family networks, and that planning is coherent across partners.
- Ensure effective multi-agency step-up/step-down pathways between MACPT, Family Help, Early Help, Child Protection/Court teams and Children in Care, maintaining consistent thresholds and safe transitions.
- Act as a senior safeguarding leader, ensuring children's safety, rights and wishes remain at the centre of all MACPT operational and strategic decisions, and championing excellent multi-agency practice across the partnership.
- Lead on the co-ordination of litigation claims, responses and tracking the learning from both Rapid Reviews and CSRs from a Children's Social Care lens, supporting wider service areas to understand this learning.

Person Specification

Qualifications/Professional membership

- Degree or equivalent level qualification.
- A qualified and registered Social Worker.
- A relevant professional/management qualification or evidence of substantial management training

Knowledge and Experience

- Substantial experience in managing teams within children's social care within a multi-agency environment.
- Knowledge, understanding and experience of working with relevant legislation policy and procedures of children in need of protection and partnership working, including the CSPR and Rapid Review approaches.
- In-depth understanding of statutory frameworks, national agendas, and best practice for children in need of protection and partnership working.
- Experience in managing and implementing service development, change programs, and operational planning
- Ability to make sound judgements and hold risk appropriately based on analysis of the relevant facts in planned and unplanned circumstances
- Supervisory and management experience and knowledge of relevant HR guidance and procedure
- Proven ability to work collaboratively with internal and external partners, including multi-agency groups.
- Track record of delivering effective, high-quality services and driving continuous improvement.
- In-depth understanding of statutory frameworks, national agendas, and best practice in children in need of protection and the Public Law Outline.
- Successful experience in managing budgets, resources, and financial accountability.
- Experience in successfully developing and monitoring performance frameworks, quality assurance, and reporting.

Skills

- Ability to inspire, motivate, and manage teams towards successfully achieving organisational goals.
- Proven management qualities, including the capability to drive improvement and foster a positive culture
- Effective verbal and written communication skills with the ability to communicate complex information clearly to a variety of audiences

- Developed negotiating and influencing skills, able to build consensus and secure commitment from a wide range of stakeholders
- Interpersonal skills for building and sustaining effective relationships with staff, partners, and stakeholders.
- Highly organised and analytical with a logical approach to problem solving and an ability to analyse complex information and situations to make effective evidence-based decisions
- Ability to develop, monitor and report on performance frameworks and quality assurance processes
- Effective budget and resource management skills
- Ability to manage and implement change programmes and service improvements
- Ability to advocate for service users
- Demonstrate the ability to advocate for the empowerment and development employees
- Evidence of and commitment to ongoing professional learning and development
- Flexible, autonomous, and able to manage competing priorities as part of a wider team.

This role is a designated casual car user.

The content of this Job Description and Person Specification will be reviewed on a regular basis.