

Role Title	Quality Assurance & Strategic Safeguarding in Education Lead
Job Family	Care & Support
Competency Level	Principal Officer/Manager
Pay Scale	PO6
Purpose	
To strategically manage, develop, organise and control a professional service area ensuring the delivery of the service meets all Council, professional and legislative requirements. To provide a comprehensive safeguarding service to colleagues working or volunteering in any childcare setting, including schools, pre-schools, nurseries and any organisations making provision for children. This will include the co-ordination and delivery of child protection & safeguarding training to the sector and to contribute to the working of the Waltham Forest Strategic Partnerships Board and providing reporting and oversight to schools, the Local Authority and partnership regarding safeguarding issues in schools, including an annual thematic analysis. Key elements of the role include: To lead on support and address issues related to the child protection and safeguarding within schools, colleges and other education environments. To work with Governors, Head Teachers, Managing Directors, Trustees and other staff and providers of services for children, to ensure appropriate policy, procedure and guidance is implemented.	
Generic Accountabilities	End Results/Outcomes
Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. Service delivers excellent customer service.
Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise. Responses to major corporate or partner initiatives / complex operational issues are managed effectively. Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.

	Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff. The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales. Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Budgets are planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job-specific Accountabilities	End Results/Outcomes
Lead on the Traded Services Offer for Safeguarding	The Traded Services Offer continues to develop to meet the needs of the education and child care sectors.
Provide a comprehensive safeguarding services to education settings and providers	Safeguarding practice in settings is supported by facilitating/undertaking safeguarding audits or supporting governing bodies and Ofsted registered organisations/persons in undertaking these audits. Provide a range of information, advice and training to early years and education providers in response to Ofsted complaints, welfare notices and less than a 'good' Ofsted inspection outcome has been achieved in relation to a safeguarding and welfare requirements or where a significant safeguarding concern has been identified by the Local Authority. Develop and implement a safeguarding and welfare training strategy which incorporates a range of online and digital tools and a traded offer. Appropriate child protection and safeguarding training to staff in the education sector is co-ordinated and/or commissioned Accurate and up to date records (including training) and regular thematic reporting of safeguarding issues in education settings is maintained. Contribution to the completion of a risk register In conjunction with the other members of the LADO & Safeguarding in Education Team, act as a point of contact and consultation for schools and child care providers/settings with regards to child protection and safeguarding issues. Up to date and accurate guidance and model policies are available for settings and providers.
Provision of professional, expert advice and guidance to colleagues and partner agencies in safeguarding children and young people.	Professional advice and interpretation are provided on procedures, policies, legislation, systems, methods etc. Cases are escalated as appropriate. Information is shared as appropriate.
Liaise internally and externally and work with colleagues from other agencies to ensure that	Agreed clear, Accurate and appropriate information is shared via the most appropriate channel.

children and young people are safeguarded	Timely actions are taken and are appropriate to the known circumstances.
Maintain properly documented case files, records and information. Prepare standard reports as required	Clear record of advice, actions, circumstances and decisions are provided. High quality reports are produced detailing the activity and outcome of the service Information is managed in compliance with LBWF requirements, legislation and best practice.
Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility.	Work complies with all safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children and young people as appropriate. In consultation with the LADO & Safeguarding n Education managers, act as the safeguarding representative in relation to allegations (for example: attend safeguarding meetings with the police/head teachers/children's social care). Support the other members of the LADO & Safeguarding in Education Team with the management and investigation of allegations. Liaise to a high professional standard with parents, children, young people, members of the public and appropriate agencies where necessary.
Proactively develop professional knowledge, skills and behaviours.	Identifying and pursuing own professional practice and development needs- regularly self-assessing against the Professional Capability Framework and KSS. Keeping up to date with associated practice in the field. Maintain an evidence log for achievement against objectives, behaviours and learning activities. Participate in regular practice reflection and supervision.
Lead on quality assurance activity and support settings and partners to learn from audits, thematic reviews and quality assurance findings.	Provide quality assurance oversight of the effectiveness of SEND practice audits process. Supporting to establish that the learning from audits is translated into clear recommendations, action plans, practice guidance and training activity for schools, settings and partners. Improvement activity is tracked and monitored so that audit findings lead to measurable changes in safeguarding practice, compliance and outcomes. Thematic learning is shared effectively with leaders, governors, designated safeguarding leads and relevant partnership forums to strengthen quality assurance and continuous improvement.

Act in accordance with all procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Contribute to the Strategic Development of the service. Undertake service planning and service review activities.	Review processes incorporating the views of key stakeholders. Promote and ensure practice quality standards
Represent the service at departmental and other agency working parties	Represent the LADO and Safeguarding in Education team at appropriate departmental and agency working parties.

Nature of Contacts

Professional colleagues, providers and external agencies to gather and exchange information and coordinate actions. Representing the Council at multi-agency meetings.

Contact with Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues.

Liaise with external and internal partners on day-to-day service issues and to co-ordinate actions. Works with a range of agencies and extended services, to support children and young people and promote good practice.

Sensitivity, persuasiveness, negotiation and assertiveness skills are required to communicate with diverse audiences in emotive circumstances. High levels of tact, sensitivity and diplomacy is required.

Ability to build trust and confidence with colleagues. May need to manage challenging situations. Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments. Maintains good working relationships with other professionals whilst challenging the decisions of other statutory agencies where appropriate.

Procedural Context

The specialist Local Authority Designated Officer (LADO) is a statutory role. This role supports the LADO manager to ensure that the Local Authority and Strategic Partnerships Board comply with the responsibilities and functions laid out in relevant legislation and guidance, and in particular improve safeguarding practice in relation to education settings in Waltham Forest. To meet the Local Authorities duty to provide information, advice and training to early years and child care providers.

Work independently to co-ordinate resources to deliver work programmes within agreed timescales. Specialist knowledge and experience is required to resolve complex issues and proactively anticipate problems. Use initiative to design and develop solutions through

reference to precedent and original thinking, within the policy context. Recommend new procedures/improvements within the work area.

Provide support to partners and colleagues through applying knowledge of systems, procedures and best practice. Identify issues and recommend solutions. Make decisions on how regulations should be applied.

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.

Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.

Development of policies and procedures, reports and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.

Occasionally the post will be expected to work from other locations.

Post holder will oversee operational decisions.

Post holder will normally report into Team Manager LADO & Safeguarding in Education.

Key Facts and Figures

Appropriate Enhanced DBS Clearance

Responsible for developing the income generation of Traded Service in responsible area.

Resourcing

Budget Responsibilities: none

Supervisory Responsibilities: None

Knowledge, Skills and Experience

Good knowledge of child protection legislation (i.e. Working Together to Safeguard Children, Children's Wellbeing and Schools Act 2026, Education, Early years and childcare related guidance) and procedures; including procedures for dealing with allegations against professionals.

- Confident report writing, developing plans and presentation skills
- Ability to plan, design, develop and deliver specialist child protection and safeguarding training packages to supplement the existing of the held packages.
- Organised and methodical.
- Good communication skills with parents/carers/children & young people and professionals.
- Ability to work to and meet deadlines.
- Demonstrate ability to work alone and under pressure.
- Good IT skills in setting up and monitoring confidential spreadsheets.
- Understanding of data protection legislation and issues around confidentiality.
- Commitment to delivery of a high-quality service.
- Willingness to seek out and receive appropriate training in line with service and personal development needs.
- Evidence of political awareness.
- Negotiation and problem-solving skills.
- Minimum of 3 years' experience working in frontline safeguarding/child protection related post.
- Proven track record of ability to work together with all agencies, including the delivery of high quality and effective service.
- Demonstrate record of involvement and commitment to the child protection system.

Qualifications

- Professional Social Work Qualification – Ideally at degree level.
- Social Work England Registration

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.