Job Title: Early Help Assistant Team Manager (Quality Assurance/Families Information Service/Children missing from Education Team)
Team/Service Area: Early Help
Salary/Grade: 7
Line Manager: Early Help Business Manager
Direct Reports: Approximately 5
Location: Stanfield

About the Role
To work alongside the Early Help Business Manager and the parallel Early Help ATM QA (YOS and TYS) to support the planning, management and co-ordination of our quality assurance and audit processes to ensure optimum support for children, young people and families, with a particular focus on the Family Hubs, Early Help Teams, YOS, TYS and Families First programmes and our work with partners in the universal and targeted services. To deputise when required for the Early Help Business Manager and the parallel Early Help ATM QA.

To liaise on behalf of the team with managers and staff in all of our Early Help services to ensure optimum multi-agency support to children and families.

Key Responsibilities
Management of the provision of Early Help services to improve outcomes for children, young people and families; contribution to the safe reduction of the numbers of children looked after.

- Support the Early Help Business Manager to deliver all aspects of their role.
- Deputise when required for the Early Help Business Manager and the parallel Early Help ATM QA.
- Support TfC and its partners during any relevant inspection, including Ofsted inspections, providing such performance data, documents and analyses as are requested. You will contribute to the Self-Assessment and other preparatory activities in respect of Early Help, Youth Offending, Families First and Family Hubs.

- Promote the work of the Early Help Services among partners, celebrating success and encouraging improvements in service provision at all levels.

Managing the overseeing the quality assurance and audit programme for the Early Help services

- Produce and monitor an annual programme of quality assurance and audit activity across the Early Help Area Teams, the Families First programme and the Family Hubs programme.

- Ensure compliance with these programmes, reporting on progress to the SMT and escalating any issues to the relevant Service Manager(s)

- Work in partnership with the parallel Early Help ATM QA (TYS)

- Contribute to the Early Help Annual Review as required.

Additional joint working:

- The Early Help Assistant Team Managers (Quality Assurance) will be expected to work in partnership and support Early Help and TYS staff as follows:
    - During any induction period
    - During any period of support, action planning and capability processes
    - During staff development days
    - By delivering a training programme in response to audit and QA findings

- Alongside the Early Help Business Manager monitor and quality assure the **impact** of the YOS, TYS and Early Help Services including Families First and Family Hubs and, in so far as it is possible, the services provided by partners to ensure consistent application of thresholds and support offered to children, young people and families.

- Liaise with managers and staff in the Targeted Youth Service, the Early Help Area teams, the Family Hubs and all associated early help work to ensure a consistency of approach to audit and quality assurance

Management and supervision of staff

- Directly manage several operational staff within the Early Help Business Support Team (Families Information Service, Free School Meals team and Children Missing from Education Team).

- Have responsibility for the supervision, motivation, performance and appraisal of staff drawn from different professional backgrounds, ensuring that roles and responsibilities are appropriately assigned within the multi-agency setting, and dealing with any capability and/or disciplinary issues where appropriate.

- Conduct case-file audits and other 'work-sampling', accurately judge the quality of the work being delivered, provide constructive feedback to staff and support the development of excellent practice.

- Have responsibility for staff development and training, ensuring that the annual training plan is delivered.

Training across the Partnership

- Support the development of early help training modules for the SSCP

- Be part of the team delivering multi-agency training about early help and other aspects of support for children, young people and families

- Be a source of advice to partners about early help, their roles and responsibilities and support them to deliver effective early help in line with those agreed responsibilities

Other

- Have oversight of staff health and safety and buildings management where appropriate.
- Attend such staff meetings, briefings and training as required by the Director of Early Help as part of the wider Early Help offer.
- To safeguard and promote the welfare of children and young people.
- Champion equity, diversity and inclusion in all aspects of your work and the communities you assist.

Our Expectations

You must undertake this role in accordance with the requirements set out below:

- Comply with Together for Children's Code of Conduct, People policies and procedures, Health and Safety Policy and EDI Statement.
- Uphold all relevant professional policies, standards and legislative requirements
- Adhere to the Data Protection Act 2018 and GDPR principles in relation to the management and handling of personal and/or sensitive information and respect the privacy of personal information managed by Together for Children Sunderland.

- Comply with the Freedom of Information Act 2000.
- This position is a politically restricted post as identified by Together for Children and in accordance with The Local Government and Housing Act 1989 (LGHA).
- This job description is a guide to the duties you will be expected to perform. It is not an exhaustive list, and you may be required to undertake other tasks and duties not listed that are reasonably commensurate with the job role and grade of the post. Where a fundamental change to the job description is needed this will be discussed with the postholder prior to any changes being made.

Person Specification – Early Help Assistant Team Manager (Quality Assurance)

The essential requirements for this post and how candidates will be assessed are set out below. Where 'application form' is the method of assessment, candidates should evidence that they meet these criteria, to be successful at the shortlisting stage.

Essential Requirements	**Method of Assessment**
Qualifications • Degree in an appropriate discipline, or current significant experience in a similar role. • Level 2 English (Grade 4 GCSE or equivalent) • Level 2 mathematics (Grade 4 GCSE or equivalent)	Application Form
Experience • Management of people/teams – including supervision of staff • Working with children, young people and their families • Working in a challenging and pressured environment • Multi-agency, inter-disciplinary working • Quality assurance	Application Form
Knowledge and Understanding • The problems faced by children, young people and their families nationally, regionally and locally • The legal framework pertaining to safeguarding and child protection • Human Resource (HR) processes and procedures • Families First, Early Help and children and families' programmes as relevant to the role • SEND Code of Practice	Interview
Skills and Abilities • Deputise at a higher level • Work within regulations and agreements pertaining to confidentiality, information-sharing, GDPR, safeguarding • Engage in meaningful professional relationships with children, young people and their families and partners who work with families • Communicate effectively with a range of audiences and in a variety of formats (verbal and written)	Interview

• Assess, plan, review and measure progress towards agreed outcomes for children, young people and their families • Work independently, flexibly and on own initiative • Make decisions and problem-solve • Recognise and respond appropriately to risk • Respond professionally to high levels of challenge • Offer support and guidance to team members • Train staff and partners in the delivery of Early Help • Prioritise or reprioritise workload, meet stringent deadlines and targets and work to national standards	
Other Requirements • Demonstrates an understanding of, and ability to, promote equality of opportunity, diversity and inclusion • Must have access to transport and be able to work across sites	Application Form / Interview

Date: [30/10/2026]