



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Auditor- Children's social care
GRADE:	POC 39
POST NO:	25171
JOB TIER:	
DBS CHECK:	Enhanced
DIRECTORATE:	Children's Safeguarding and care
SERVICE:	Safeguarding and Quality assurance
REPORTING STRUCTURE	[refer to Appendix 1 for Org Chart]
Reports to:	Head of practice PSW
Direct Reports:	0
Indirect Reports:	0

ROLE PURPOSE:

Lead and deliver a high-quality programme of audits for Children's social care to provide independent, evidence-based assurance on the quality, consistency and impact of practice on children and families across children's social care. Coordinating the completion of a programme of manager-led audits, setting QA standards, moderating and calibrating evaluations, and translating evidence into clear organisational learning and actions that strengthen practice, governance and inspection readiness

Job Description

1. Resident & Community Contribution

- To support the quality assurance and improvement of social work practice for children, young people and families in Hillingdon.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however will be required to assist in induction, training and support of peers and new employees.

3. Operational Service Delivery

A. Audit programme leadership & moderation

- Co-ordinate and govern the corporate programme of case file audits, specialist/thematic audits and dip samples across all service areas, ensuring that team managers and service managers complete allocated audits to the agreed timetable and standard.
- Set and maintain audit standards (tools, guidance, briefing materials); commission monthly audit cohorts, allocate cases and monitor completion, timeliness and quality across the service.
- Embed triangulation in all manager-completed audits by requiring (and spot-checking) child/family and partner professional feedback; undertake targeted direct interviews where indicated.
- Co-ordinate and contribute to moderation and calibration activity to secure consistency of evaluation and grading across teams; provide written feedback to auditors.
- Produce clear, concise service-wide audit overview reports with evidence-based gradings, strengths, areas for development and SMART action plans.

B. Practice improvement and organisational learning

- Facilitate post-audit reflective discussions with managers and practitioners; provide coaching and challenge to improve practice quality.

- Co-produce and refresh QA audit tools, practice standards and guidance with the Principal Social Worker and operational leaders; support managers who undertake audits.
- Synthesize themes and learning into bite-size briefings, good practice libraries and learning loops; celebrate strengths and drive sustained improvement.

C. Governance, compliance and inspection readiness

- Assure compliance with statutory guidance, local policy and the Quality Assurance Framework; maintain evidence packs and contribute to inspection readiness.
- Lead or contribute to multi-agency audits and partnerships that strengthen safeguarding and outcomes, ensuring findings inform the QA cycle.

D. Data, insight and reporting

- Collate and analyse audit data (quantitative and qualitative), identify trends, themes and risks, and provide regular dashboards/briefings to leadership and practice forums.
- Track and report progress against audit action plans; escalate persistent risks or non-compliance.

E. Professional standards and influence

- Maintain independence from operational line management and uphold professional ethics in all audit work.
- Model child-centred, strengths-based and inclusive practice
- Comply with organisational health and safety, equality, data protection and record-keeping requirements.

4. Service Planning & Development

- To develop the programme of audits in Children's social care, including updating and refining audit templates and policies, developing the audit process and updating the audit dataset
- To contribute to the Quality assurance development board action log and to progress and chase on outstanding actions to assist in the improvement of practice standards in Children's social care

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.

6. Service Improvement

- To continually identify and improve processes, policies and tools and ways of working relevant to the audit of cases in Children's social care

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. Including frontline staff and managers, senior managers, staff within the quality assurance service and children and families, parents and carers known to the service

8. Additional Responsibilities

- To support the Quality assurance service during inspections, Peer reviews
- You may be required to undertake periods of on call which are related to your role
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

9. Key Performance Indicators

- Delivery of the audit programme to time/quality; completion and moderation rates.
- Improvement in audit gradings and reduction of repeat actions over time.
- Evidence of child/family voice in audits and impact on plans.
- Positive feedback from practitioners/managers on reflective sessions and support.
- Alignment with QA Framework and inspection feedback

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Degree in social work (or equivalent)	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Social Work England registration	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Substantial post-qualifying social work experience in children and families (complex assessments, safeguarding). Leading a service-wide QA audit programme (allocations, standards, moderation/calibration, reporting) and influencing senior stakeholders. Conducting thematic audits/dip samples and presenting findings to senior leaders; tracking action plans to demonstrable impact. Multi-agency working and engaging children/families for feedback; experience of reflective learning approaches. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Clear understanding of Ofsted evaluation frameworks and 'what good looks like' in children's social care. Advanced analysis, writing and presentation skills, turning evidence into insight and practical 	<ul style="list-style-type: none"> ✓ ✓ 	

<p>recommendations for system change.</p> <ul style="list-style-type: none"> • Skilled facilitator of reflective learning and coaching for managers who audit; confident to challenge supportively. • High digital literacy (e.g., Microsoft 365, case recording systems, Excel); confident with audit data dashboards and QA tools. 	✓	✓
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Our values	
<p>Respect We appreciate what makes us different and include everyone.</p> <ul style="list-style-type: none"> • We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive. 	
<p>Collaborative We believe in the power of working together.</p> <ul style="list-style-type: none"> • We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience. 	
<p>Efficient We deliver the best possible outcome by carefully managing our resources.</p> <ul style="list-style-type: none"> • We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents. 	
<p>Integrity There is no gap between what we say and do.</p> <ul style="list-style-type: none"> • We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad. 	
<p>Open and honest We are transparent in the actions and decisions we take.</p> <ul style="list-style-type: none"> • We provide a safe space to have truthful discussions in a positive way. • We encourage constructive feedback without fear of judgement. 	

Appendix 1

Organisational Chart

