



Slough Children First

Recruitment Pack

Director of Operations

January 2026

“We are looking for individuals who are **determined, enthusiastic** and share the same **high aspirations** we have for our children and young people.”

Welcome

Thank you for your interest in working for Slough Children First.

Slough Children First is a company wholly owned by Slough Borough Council reporting to the Company Board as well as being held accountable by the Council as our only stakeholder.

I know that once you have looked at the information in this recruitment pack, you will want to come and join us in maintaining an unerring focus on improving the lives of the vulnerable children and young people living in our borough. Slough is an exciting place to work, a young council with 25% of its population under 15, it is the most diverse borough outside of London with 154 languages being spoken by our residents. Slough is the third most densely populated Local Authority in the South east, with 4,971 usual residents per square kilometre (48.7 per hectare compared to 45.8 in 2011). This is the equivalent of around 35 people living on each football pitch-sized area of land, compared to an average of just 3 across England.

This is an exciting time to be joining our organisation as we work increasingly closely with our colleagues in Slough Borough Council and partner agencies working at with children and families across the Borough. We need also to deliver on the changes coming as a result of the Independent Review of Children's Social Care and all of this in the face of increasing demand, increasingly complex family situations and finite resources. We are looking for individuals who are determined, enthusiastic, passionate about working with and for people and share the same high aspirations that we have for our children and families. We know we need to listen to them more both on an individual level and in shaping the services they receive - they deserve the very best. Also crucial to our success is listening to our staff, building an experienced and stable workforce and ensuring that caseloads are as manageable as possible.

So, can you work at the sustained pace children need? Are you self-motivated but also thrive in a team environment? Are you determined to make a positive impact on children's lives? Send me an email and we can have a chat over a cup of coffee.

Do apply and if you are successful, I know you will experience the very warm welcome that I received when I arrived. I look forward to hearing from you.

With best wishes.

Sue

Chief Executive of Slough Children First
Director of Children's Services

Sue.Butcher@slough.gov.uk

Our vision and values: 'bringing our values to life'

Slough Children First's Values Framework forms part of the overall strategy for achieving our vision of ensuring children in Slough can be Happy, Safe & Loved, Thriving.

The framework aims to enhance both individual and organisational performance and is an integral part of day to day work, recruitment, induction, learning and development and performance appraisal.

The framework is based on five key principles that we expect every member of staff and everyone who works on our behalf, to adhere to.

These five principles are:

- Child-focused
- Honest and respectful
- Improving constantly
- Looking ahead
- Delivering together

Child-focussed

Committed to outcomes for children and their families which ensure they are safe, secure and successful; putting the voice of the child at the heart of everything we do and delivering customer-driven services, in collaboration with our colleagues and partners; working to improve lives and ensure effective safeguarding; offering the right support needed; working efficiently, so resources can be maximised for our children, young people and families; ensuring clear and appropriate communication.

Honest and respectful

Being honest and respectful, as part of an inclusive culture where our communication is always professional; where everyone counts and knowledge of families and individuals, including cultural identity, along with their feedback and opinions are respected and recognised; a working environment where disrespectful and unprofessional behaviour is challenged; transparency and accountability in all decision-making.

Improving constantly

Aspiring to achieve our vision through our everyday work, strong leadership and management; working to develop as an organisation and as individuals; a learning culture which reviews best practice, learns from mistakes and ensures customers have suitable opportunities to feed back and uses all available insight to measure progress and implement change; working flexibly to deliver the best value-for-money services.

Looking ahead

Moving in the same direction with an ambition to provide excellent services, based on insight and smart working, while keeping the voice of the child at the heart of the organisation; benchmarking, horizon-scanning and anticipating challenges; working to identify opportunities to be cost-effective and future proof our organisation; identifying challenges and working towards solutions.

Delivering together

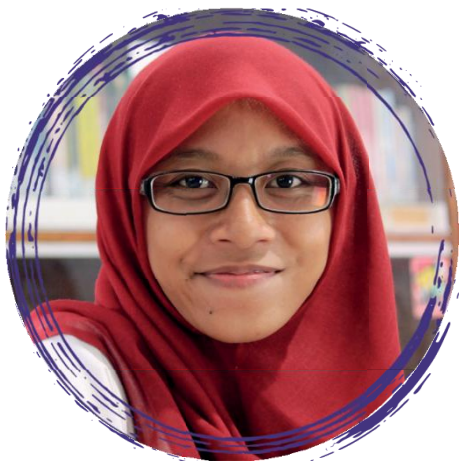
Working as one organisation through solid teamwork to deliver the best services for children and young people; taking ownership and responsibility to ensure individuals, teams and the wider organisation delivers on aims; building strong relationships with all our customers to secure the best outcomes to make our children safe, secure and successful; connecting with other teams and partners to enhance services and improve efficiency.

What our existing team love about Slough Children First



“This is an exciting place to work. We continue to learn and grow and our accessible senior management team massively helps this process.”

“It feels like ‘home’ - support, supervision, access to training and career progression are second to none.”



“I continue to be excited about our improvement plans and working for an organisation where good outcomes for children are our focus.”

“The innovative changes taking place in Slough are redefining and redesigning the services offered to children and young people.”



Why we think you'll love working for us

Slough Children First is an exciting place to be. We're on a journey to improve services to vulnerable children and their families in Slough and we're making great progress. We want to be the best and we're looking for people with the skills, drive, energy and ambition to help us get there!

Here are some of the reasons our existing staff love working here:

- Relocation packages
- Clear career pathways
- Excellent training and development opportunities
- Access to the Blue Light card offering discounts at hundreds of high street and online stores
- Staff recognition
- Flexible working
- Agile working supported by technology
- Friendly working environment and great colleagues
- Less than 20 minutes by train to Central London
- Terrific central location (close to M4, M40 and M25)

On top of all that, Slough is one of the most diverse places in the country outside of London and a great place to live or work. In fact it's the best place to live or work according to a survey by Glassdoor. Pleasant environments, above average salaries and a lower cost of living, mean an increased quality of life for employees.

If you're looking for a new challenge and want to be part of an exciting journey to turn children's services around in Slough then come and join us.



Job description

Job Title:	Director of Operations
Location:	Observatory House, Slough
Responsible To:	Director of Children's Services/Chief Executive
Salary:	£111,659 - £127,221 (including local weighting of £1,096)

Purpose

As Director of Operations, you will ensure that the children and young people in Slough are Happy, Safe & Loved, Thriving, by providing effective management and leadership of frontline social work. You will ensure the service contributes to the company's vision and priorities, work collaboratively with colleagues across the company and across the wider partnership in Slough to deliver improved outcomes for children and provide professional expertise and leadership in safeguarding and children's social care.

The post holder will have responsibility for the effective and efficient operation and delivery of the services which have a direct impact on the health and quality of life of individuals and/or protection of the vulnerable. You will have responsibility for delivering high level advice and guidance which significantly influences, either directly or indirectly, the trust and confidence of the community and the company.

We are quite unique in that we are commissioned to provide Children's Social Care for Slough Borough Council through a wholly owned company. While the main focus of this role is on the effective delivery of services, there is an element of needing to be aware of company law and the framework within which we need to operate. We will of course ensure any new member of the team is made fully aware of these needs and support them with any specific development needed.

Main Accountabilities

- To provide effective strategic leadership and management to deliver high quality service which effectively safeguard and promote the welfare of children and young people.
- To ensure the effective and efficient operation of front-line fieldwork services providing an appropriate response to concerns regarding vulnerable children and those at risk within Slough.
- To be the lead on behalf of Slough Children First (SCF) in relation to specific areas such as domestic violence.
- To provide strategic link on behalf of SCF to inter-agency arrangements such as MAPPA and MARAC.
- To develop a customer-focused service that is responsive and flexible and maintains a focus on delivering support and services to a high standard.
- Identify clear objectives for service delivery in line with SCF's vision.
- Ensure a robust risk management approach is in place and performance manage the relevant service plans to ensure effective and efficient implementation.
- Plan, initiate, manage and implement major change initiatives in service delivery which may have a significant impact on customers, employees or systems ensuring effective risk management and review of subsequent outcomes.
- Develop and foster effective relationships with external stakeholders, partners and agencies, representing and promoting the company's interests with these groups.
- To play a key role in formulating strategies and policies which drive improvement and lead to better outcomes for children and young people.
- To ensure that the areas of operation are fit for purpose and are appropriately structured to maximise impact and outcomes in order to meet local and national policies and priorities.

- To ensure that safeguarding of children is paramount in every aspect of work, with robust risk assessment taking place together with timely and appropriate protective actions as necessary.
- Ensure continuous improvement of service delivery through regular reviews, audit analysis and examination of service delivery including leading on preparation for, and implementing recommendations during and after inspections.
- To ensure that the areas of responsibility and the services delivered are integrated effectively with other services. Emphasis will be placed on reducing statutory involvement in family life when planning better outcomes for children/young people.
- To provide effective supervision to managers based on a clear vision of the outcomes to be achieved by the service and how the outcomes will be achieved.
- To establish and implement quality standards and performance indicators for services, including systems to monitor, evaluate and report on the impact and outcomes for young people, ensuring that high standards are achieved in respect of relevant national and local targets.
- To plan, merge and review allocated budgets in line with the priorities agreed by the company, ensuring robust monitoring and budget control processes are in place and there is clear accountability at all levels. Securing value for money to get the best use of company resources and where available, outsourcing services.
- To formulate service specifications and commission appropriate services and provision as necessary to achieve positive outcomes for children and young people. Ensuring there is compliance, effective monitoring and evaluation and value for money.
- To be the company's expert officer in issues related to areas of responsibility and applying this to achieve improved outcomes for children and young people.
- To undertake additional duties as required commensurate with the level of the job.

Person specification

Education, Training & Experience	Essential / Desirable
Be a qualified social worker, with experience of all areas of practice and registered with Social Work England	E
Clearly demonstrable track record of success in delivering high quality and high performing children's social work/care services including policy development, corporate/strategic planning and managing change	E
Proven track record of service improvement and leading change	E
Exchanges wide ranging complex and contentious information with different sets of people, orally and in writing	E
Significant experience of dealing with complex situations involving a degree of uncertainty	E
Specialist expert and up to date knowledge in relevant policy, procedure, case law, legislation and best practice within children's social work services	E
Successful track record of communicating and working with stakeholders and partners, in particular, incorporating the voice of the child into service design and delivery	E
Experience of managing people effectively within a customer focused, service delivery organisation	E
Of managing a budget to drive better value for money in service delivery	E

General & Specific Knowledge	Essential / Desirable
Detailed knowledge and understanding of the statutory framework for delivery of Children's Services	E

Ability to plan, organise and prioritise a demanding workload, in order to maintain the delivery of multiple, competing short- and long-term objectives	E
Ability to make decisions based on the interpretation of complex information obtained from a range of sources	E
Ability to employ advanced verbal and non-verbal communication techniques, in order to persuade, influence and explain complex concepts to a wide range of audiences	E
Willingness to work out of hours when service demands	E

Safeguarding

Slough Children First works within the statutory guidance, Working Together to Safeguard Children 2018, and all our policies and procedures can be viewed at:

[Welcome to the Slough Children First Procedures Manual](#)

Sometimes we may need to share information and work in partnership with other agencies, when there are concerns about a child's welfare. We will ensure that our concerns are discussed with parents/carers first, unless we have reason to believe that such a move would be contrary to the child's welfare.

The GDPR and Data Protection Act 2018 place greater significance on organisations being transparent and accountable in relation to their use of data. All organisations handling personal data need to have comprehensive and proportionate arrangements for collecting, storing, and sharing information.

The GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe.

We actively support the Government's Prevent Agenda to counter radicalism and extremism.

Our Designated Safeguarding Lead is Mike King, Audit & QA Consultant.

“We want to ensure that as well as becoming one of the best places in the country for the delivery of services to vulnerable children and families, Slough becomes one of the best places in the country to work.”





Slough Children First

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