

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Children's Services

POSTHOLDER

SECTION: Children in Care and Care Leavers

GRADE: PO10

POST DESIGNATION (TITLE): South-East London Fostering Hub Manager

Purpose of Job:

The Royal Borough of Greenwich is the lead borough for the development and delivery of a South-East London Fostering Hub service on behalf of Royal Greenwich and the London Boroughs of Bromley, Southwark, Lewisham and Bexley.

The five boroughs care for 20% of London's looked after population. Local demand for foster homes outstrips the supply of Local Authority foster places. Aligned to the Department for Education reforms announced in Renewing fostering: homes for 10,000 more children, South-East London is embarking on an ambitious programme to develop an end-to-end sub-regional foster carer recruitment pathway.

Local Authorities have agreed to pool their resources and, with the support of a Department for Education Grant, establish a South-East London Fostering Hub which delivers a comprehensive, resilient, relationship-driven pathway where prospective carers are approved quickly, supported deeply, and children are provided with local, stable and loving homes.

The Hub Manager will be responsible to the Strategic Lead for Children in Care and Care Leavers.

The Hub Manager will be responsible for driving the system transformation, alongside a Programme Manager. The postholder will lead a partnership of participating authorities, reporting to a multi-authority Operational and Leadership Board. They will work with all participating authorities to ensure the distinct but complementary assets of each authority inform the delivery of the South-East London Hub. Further, they will engage with other London Fostering Hubs, pan-London initiatives and sector stakeholders to ensure Hub model delivery is informed by and influences national reform and best practice and aligns with broader London foster carer recruitment and retention initiatives.

Once the Hub is established, they will lead a service team responsible for delivery of recruitment and assessment of prospective foster carers on behalf of participating authorities and sub-regional training and support for foster carers in parallel with local, borough-focused activity once foster carers are approved. The postholder will be responsible for proactively managing demand into the service and maintaining a strong working relationship with Heads of Services, Practice Leads and Social Work teams across the region to drive improved sufficiency in fostering placements.

Main Duties

The postholder will:

1. Lead the strategic development and delivery of fostering recruitment, assessment and approval services within the region.
2. Manage and maintain effective working relationships with stakeholders and work collaboratively with other local authorities and partner agencies to enable the successful operation, growth and development of the South-East London Fostering Hub.
3. Ensure overall service compliance with the National Minimum Standards, Fostering Regulations and Ofsted requirements.
4. Ensure safeguarding is paramount and embedded in everything we do; ensuring that all direct reports are aware of their responsibilities and that issues are recognised and escalated as appropriate.
5. Engage with the public and experienced foster carers to develop innovative approaches to drive increased recruitment of foster carers on behalf of the sub-region, leading the co-design and implementation of policy and operational procedure change.
6. Manage and oversee a dedicated team specialising in the recruitment, assessment and approval of prospective foster carers.
7. Hold overall responsibility and accountability for the leadership and performance of the regional fostering team, ensuring that the functions of the team are delivered to the highest standard. This includes setting strategic direction for casework activities, establishing clear performance expectations, and fostering a culture of professional growth through supervision, coaching, and development.
8. Create a high-performing, collaborative environment through strategic leadership and operational oversight that enables officers to succeed.
9. Provide strategic leadership to drive service transformation and champion co-production, using strategic insight to influence policy development and shape service priorities that deliver innovation and improved outcomes.
10. Develop a reflective and learning culture, with robust quality assurance processes to improve practice.
11. Engage proactively in local and regional procedures, forums and networks to position the sub-region as a leader in shaping best practice and influencing the wider fostering agenda. Through strategic participation and collaboration, ensure the service remains at the forefront of policy development, innovation, and sector-wide improvements that drive excellence in outcomes for children and young people.
12. Lead on identifying gaps and opportunities for improvements in the service and developing appropriate solutions in conjunction with regional colleagues.
13. Provide good quality data for Directors and leaders across the participating Local Authorities.
14. Investigate and respond to complaints from service users/relatives/carers and other agencies.
15. Ensure staff are effectively trained on management of information and handling of queries and expectations as part of the sub-regional recruitment hub.
16. Proactively keep up to date with current legislation, guidance, statutory procedures and processes.
17. Provide budget projections and forecasting of spend in relation to service operations.
18. Comply with the principles of the Data Protection Act 1998 in relation to the management of prospective foster carers records and information and respect the privacy of personal information.
19. Comply with the principles and requirements of the Freedom of Information Act 2000.
20. Comply with corporate information security standards, and requirements for the management and handling of information.
21. The post holder must carry out his or her duties with full regard to Equal Opportunity Policy, Code of Conduct and all other policies.

22. The postholder must comply with Health and Safety rules and regulations and with Health and Safety legislation.

Job Title	Head of Service (Hub Manager) - South-East London Fostering Hub
Grade	PO10
Service/Section	South-East London Fostering Hub
Directorate	Children's Services

Criteria	Essential/ Desirable
Knowledge	
• Diploma in Social work or equivalent.	E
• Knowledge of fostering regulations and statutory landscape.	E
• Comprehensive understanding of foster carer recruitment and assessment delivery pathways.	E
• Understanding of placement sufficiency landscape.	D
• Understanding of the changes being introduced as part of the social care reforms including the Children's Wellbeing and Schools Act (2026)	D
Skills and Abilities	
• Strategic leadership and influencing skills across organisational boundaries.	E
• Ability to communicate complex issues clearly to senior stakeholders and partners.	E
• Ability to use data and insight to drive improvement and decision-making.	E
• Resilience, sound judgement and a collaborative leadership style	E
• Commitment to improving outcomes for children and foster families	E
• Strong leadership and management abilities, including experience in team coordination, performance management and fostering best practices.	E
• Ability to provide high-quality professional supervision to staff, and to promote continuous professional development.	E

• Ability to use supervision to maximise personal effectiveness and professional development.	E
• Ability to motivate influence and lead staff including using performance management and staff development techniques to deliver performance and quality improvement.	E
• Strong leadership, communication, and interpersonal skills. Ability to manage complex cases and work collaboratively with a range of stakeholders.	E
• Extensive experience of achieving positive outcomes for service users, carers and the community through multi-disciplinary and partnership working.	E
• Proven ability to manage competing priorities and lead teams effectively in a fast-paced environment with frequent changes to deadlines and statutory requirements.	E
• Ability to communicate clearly and effectively both orally and in writing, including use of financial and activity data, report writing, presenting, and negotiating.	E
• A successful track record of working alongside senior managers, stakeholders and partner organisations, delivering services.	E
• Experience of identifying, mitigating and managing risks and effectively reporting these through governance structures.	
• Have a high level of report writing and analytical skills to enable appropriate structure and presentation of the services recruitment strategy and sufficiency reporting.	
Experience	
• Management experience in foster carer recruitment or assessment.	E
• Significant post-qualification experience with extensive experience in providing operational and strategic leadership to multi-disciplinary teams	E
• Experience of managing complex change successfully	E
Equal Opportunities	

Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E