

Job Description

Job title	Operations Manager
Directorate	PEOPLE : Children and Adults
Division	Adults
Range	SW5
Reports to	Head of Service

Main purpose of the job:

Provide effective and motivational leadership supporting the service to deliver positive outcomes for people across Medway. Taking responsibility for the delivery of effective and efficient services across a service area, ensuring that statutory responsibilities are met through high quality social care practice.

Responsible for developing a confident and competent workforce, promoting a culture of ongoing learning and development and supporting the service area through change and times of challenge. Accountability for delivering services in line with performance indicators and the designated budget.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Work closely with other teams to identify, monitor, review and improve service delivery, performance and efficiency to ensure quality and outcome improvements are made where required.

Contribute to the continuous improvement of practices, procedures and initiatives to support high quality service delivery, leading and contributing to a range of service-related projects, including the development of new initiatives through representation on working/multi-agency groups. This includes leading on change and innovative ways of delivering services using a strengths-based approach.

Manage the service area within the designated budget, ensuring that efficiencies are maximised and that all expenditure is accounted for and in line with agreed council policies.

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Have oversight and provide guidance to operational teams in respect of complex safeguarding and high-risk situations to ensure effective action is taken to manage and reduce risk for people with care and support needs and their carers.

Operationally manage a portfolio of social care services ensuring high quality, value for money services are delivered in accordance with performance standards and contractual requirements, leading on embedding co-production and ensuring the involvement of those with lived experience in the design of service delivery.

Manage and motivate team and individual performance, providing direction and leadership, undertaking staff appraisals, addressing welfare, capability and disciplinary issues, advising on personal development, training and coaching, in order to maximise performance from individuals, satisfy personal aspirations, and to develop a confident and competent workforce to ensure good outcomes for the residents of Medway. This includes ensuring quality supervision takes place across the service.

Represent Adult Services at internal and external working groups and contribute to strategic information gathering and the development of service initiatives/ guidelines/ projects, to inform current practice and future commissioning, and work in partnership with customers, carers and key stakeholders to deliver a co-ordinated, seamless response to customers and carers.

Drive improvements in performance, quality assurance and innovation for the team in line with national and departmental targets and objectives, taking responsibility for the delivery of quality care within the designated service area monitored through the Quality Assurance Framework. This includes being accountable for performance indicators with designated service area, driving performance and ensuring the delivery of quality outcomes. |

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

|To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

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To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Accountabilities to the Adults we Work With.

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious and professionally curious for adults with care and support needs and promote others to share the same drive.

Make no decision about me without me.]

Organisation:

This role reports to the [Head of Service

The post holder will have line management responsibility.]

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

[HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.]

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A recognised professional qualification (Social Work, Occupational Therapy, Nurse)
- SWE or HCPC registration

Level B (in addition to level A criteria)

- A Level 5 or above management qualification or the willingness and ability to obtain such a qualification.

Level C (in addition to levels A and B)

- Evidence of ongoing continuous professional development.
- Up to date knowledge and understanding of changes to legislation and practices across the Social care sector. |

Knowledge

Level A

- Extensive knowledge of adult social care resources required to deliver effective care and support to customers and their carers.
- A comprehensive understanding of relevant health and social care legislation and policies and procedures and ability to apply it in practice.
- Excellent knowledge and practical application of risk assessment and safeguarding adult's statutory frameworks and current agendas
- A broad knowledge of the role of the Court of Protection.
- Understands equality and diversity and promotes this across the service.
- Knowledge and understanding of budget setting process.

Level B (in addition to level A criteria)

- Understands equality and diversity and implements this across the service.
- Has vast knowledge of a variety of funding streams and actively promotes the use of these

Level C (in addition to levels A and B)

- Up to date knowledge and understanding of changes to legislation and practices across the Social care sector.
- Acts as a first point of challenge in regard to disputes relating to funding streams |

Experience

Level A

- Managed a service area within a health and/or social care setting.
- Experience and ability of analysing data to improve service delivery and outcomes for residents.

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- Responding to and learning from complaints, SARs and feedback from individuals.
 - Held the Designated Senior Officer role and chaired complex safeguarding meetings.
 - Delivering a service within a defined budget.
 - Identifying opportunities to improve service delivery and outcomes for individuals whilst creating efficiencies.
 - Delivering a service to key performance indicators, identifying and improving areas of underperformance Experience in identifying risks with support, develops contingency plans in relation to key performance indicators.
 - Experience in identifying gaps in service delivery and is able to highlight the risks to senior managers. (for example, gaps in staffing, backlogs)
 - Demonstrates sound judgement in decision making, resolving problems and providing direction.
 - Act as a competent DSO for Organisational Safeguarding and complex safeguarding concerns.
 - Identifies resources required for change and provides opportunities for developing individuals by involving them in change
 - Plays an active role in developing individuals and teams and creating opportunities for learning.
 - Acts as a 'change champion' and is proactive in instigating change
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Level B (in addition to level A criteria)

- Experience in identifying risks and develops contingency plans in relation to key performance indicators.
- Experience in identifying gaps in service delivery and with some support, is able to develop a risk assessment and action plan.
- Demonstrates sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations.
- Ability to provide advice and oversight for less experienced DSOs.
- Makes decisions and solves problems within limits of authority, to enable progress
- Reviews and interprets feedback and ensures service plans are user focused
- Encouraging coproduction

Level C (in addition to levels A and B)

- Identifies risks and autonomously develops contingency plans in relation to key performance indicators.
 - Experience in identifying gaps in service delivery and, is able to autonomously develop a risk assessment and action plan.
 - Demonstrates sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations.
 - Ability to manage and make decisions with complex safeguarding work, where there are elements of conflict present.
 - Plays an effective role in leading and managing change programmes
 - Responds positively and flexibly to changing needs and priorities
 - Identifies risks involved in change programmes and manages them
 - Encourages and coaches others to overcome scepticism about change
 - Embeds change, supporting wider council initiatives
 - Delivering coproduction
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Skills

Level A

- Proficient in the use of Microsoft Word, Excel and Outlook
- Full driving valid for use in the UK and access to own transport for work purposes
- Analyse and interpret varied and highly complex information and use analysis to inform strategies and service delivery plans.
- Ability to confidently present complex/sensitive information in an understandable way, adapting the style to a range of audiences.
- Shares and communicates the vision across own and related teams.
- Ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues.
- Ability to act as a positive role model and leader, capable of making sound decisions in complex situations.
- Ability to be adaptable and meet changing pressures and demands and provide direction and empower service area to achieve objectives.
- Effectively manage large expenditures from an agreed budget, including setting, monitoring and ensuring effective spend of budget.
- Shows support for changes that have been agreed corporately, irrespective of own views
- Ability to implement ideas and innovations which impact positively on the service.
- Ability to set clear targets to achieve objectives within the service area.
- Encourages creativity, innovation and improvement within a service area
- Promotes and encourages staff ongoing professional development.
- Ability to prioritise own and team's work effectively.
- Improves service performance and quality with support
- Ensures that all employees have up to date targets and development plans
- Competent in investigating and providing responses to complaints.
- Knows when to involve employees as required in service issues and decision making
- Ability to develop resource plans to meet service requirements drawing up realistic budgets and using information effectively.
- With support, ability to identify efficiency savings and opportunities for cost reduction
- Embed a culture of best value

Level B (in addition to level A criteria)

- Seeks opportunities for self-development and sets challenging personal goals
- Ability to promote positive attitudes and gains commitment and motivation for change
- Supporting others to be creative, innovative and bring about change.
- Recognises and credits achievements of team members
- Ensures that all employees receive regular feedback on their performance,
- Improves service performance and quality through continually reviewing /adjusting service plans
- Produces well written, comprehensive, succinct reports for senior manager forums, for example QAPIB
- Ability to support and provide oversight to Team Managers who are investigating and responding to complaints.
- Knows when to involve employees as required in complex service issues and decision making
- Identifies efficiency savings and opportunities for cost reduction
- Promotes and embeds the use of community partner and charity organisations

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Level C (in addition to levels A and B)

- Shows support for changes that have been agreed corporately, irrespective of own views
- Builds morale in difficult/changing times
- Promotes and develops a culture of continuous improvement
- Keeps abreast of developments, comparator performance and best practice within the service area, sets high standards.
- Keeps teams updated on all key service and organisational information
- Plans and directs resources effectively to support service delivery
- Analyse the learning from complaints to make positive changes to service performance and delivery.
- Knows when to involve employees as required in complex service issues and decision making where there are contentions.