

Job Description

Job title	[Team Manager – Finance Operations]
Directorate	[PEOPLE : Children and Adults]
Division	[Adult Social Care]
Range	[MPR 5]
Reports to	[Client Financial Lead]

Main purpose of the job:

[Provide strong and effective leadership, supporting the Finance Operations Team to deliver effective and efficient services within the team, ensuring that statutory responsibilities are met through high quality practice.

Provide day to day management of the team and be responsible for managing competing priorities, ensuring a safe service and promoting staff wellbeing.

Provide cover in the absence of the Operations Manager and for other Team Managers as and when required in order to effectively deliver services and maintain business continuity.]

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

Accountabilities and outcomes:

[Lead, direct, and provide support in the development of the functions and operational management of a team within a designated budget by efficient deployment of resources according to need in order to ensure the safeguarding and welfare of people.

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, providing CPD and learning opportunities, and sharing evidence learning from experience, in order to maximise performance from individuals, satisfy personal aspirations and to ensure that staff fulfil their potential and secure best professional practice.

Support the Operations Manager in ensuring the workload of the service area is prioritised appropriately and is allocated to members of the team, making best use of their skills and capability to cover demand and maintain high quality service provision.

Medway Council Job Profile

Contribute to the development of knowledge and skills of the team, including new staff and current staff by sharing knowledge and examples of good practice.

Contribute to the development of adult social care policy, taking account of national and local initiatives, as well as performance indicators and audits.

Contribute to organisational change and development, supporting others to do so in ways which maintain a focus on positive outcomes for people who use services, families, carers and communities.]

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.

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 contactable.
- Be honest.
- Be focused.
- Be realistic.

Medway Council Job Profile

- 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 without me without me.'

Organisation:

This role reports to the Client Financial Lead

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.

This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)

Person specification

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

Qualifications

Level A

- Educated to a Degree Level

Level B (in addition to level A criteria)

- Working towards a management qualification.

Level C (in addition to levels A and B) |

- Management qualification (ILM Level 5 or equivalent)
 - Evidence of ongoing continuous professional development |
-

Knowledge

Level A

- Detailed knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to Adult Social Care including Financial Assessment, Charging, Deferred Payments, Debt Recovery and Mental Capacity Act 2005.
- Knowledge and experience in the application of National Policies and development relating to Adult's Social Care income and debt policy areas and the impact on people and their families.
- Detailed knowledge and understanding of theoretical, practical and procedural knowledge of how health and social care economy works.
- Knowledge and experience in the application of income and Debt recovery, deferred payment procedures .
- Knowledge and understanding cultures, customs and values as well as the ability to work effectively with individuals from varying backgrounds and experience.
- Knowledge and understanding of equality and diversity and promotes this across the team.
- Knowledge of escalation processes within the council.
- Knowledge and understanding of budget setting process.

Level B (in addition to level A criteria)

- Significant experience of managing a team
- Knowledge and understanding of the appraisal process.
- Significant experience and knowledge of the Adult Social Care Statutory Framework
- Significant experience of developing synergies and partnerships within the organisation and with external partners
- Significant financial knowledge of managing high value budgets and income targets in particular around debt recovery

Level C (in addition to levels A and B)

- Detailed knowledge and understanding of changes to legislation and practices across the social care sector. |
-

Experience

Level A

- Minimum of 4 years' experience in social care income and debt recovery.
- Experience of using supervision to monitor performance using Mosaic.

Medway Council Job Profile

- Experience of leading a team and promoting a positive nurturing culture and fostering a culture of understanding, collaboration, and inclusivity.
- Experience of providing clear expectations around team and individual performance and setting clear targets to achieve objectives within the team .
- Experience of monitoring performance with support in relation to throughput of work both within the team and individual staff.
- Experience of identifying individual performance issues which could impact team performance and address through actions plans.
- Experience of setting team and individual SMART targets.
- Proven experience in understanding and interpreting data to ensure teams performance with support, identifying areas of concern and escalate appropriately.
- Proven experience in providing regular high-quality supervision for all team members.
- Experience of providing oversight of high risk cases and ensuring they are managed effectively.
- Experience of ensuring quality of practice within the team by effectively implementing the Quality Assurance Framework.

Level B (in addition to level A criteria)

- Significant experience of developing synergies and partnerships within the organisation and with external partners.
- Experience in using performance systems such as Power BI, Dashboard and Mosaic Reports.
- Experience in understanding performance data and Identifying areas of concern, escalating and developing plans to improve, review and amend
- Experience of developing individuals and teams and creating opportunities for learning.
- Experience of sustaining high quality supervision within the team, ensuring that supervision is regular and effective, identifying performance capabilities and implementing necessary training needs.
- Experienced in providing guidance and advice to staff on management of high-risk cases and escalating as appropriate within reasonable timeframes to management.
- Experience of considering budget implications while meeting essential assessed outcomes.
- Experience of effectively managing staffing budget within available resources.
- Experience of developing plans as a result of audit findings to support individuals to improve practice.
- Experience of providing professional complaint responses within specified timescale.

Level C (in addition to levels A and B)

- Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team.
- Experience of monitoring the quality of practice of the team and being accountable for improvements.

Skills

Level A

- Proficient in the use of Microsoft Word, Excel, Teams and Outlook.
- Full UK driving licence and access to a vehicle— the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability.
- Ability to maintain workforce morale and engagement, talent development and have proactive practices to manage workforce lifecycle.
- Ability to use supervision to monitor performance using social care and finance electronic systems.
- Ability to use varying methods of communication to effectively convey information, ideas and instructions to individuals and the team.

Medway Council Job Profile

- Active listening, fostering effective communication in order to build strong relationships within your team.
- Ability to provide/receive constructive feedback to/from individuals and the team aimed at achieving a positive culture.
- Ability to engage and involve staff in organisational change.
- Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales.
- Ability to identify and manage risk including use of risk assessment.
- Promotes positive approaches to diversity, identity and equality.

Level B (in addition to level A criteria)

- Ability to show support for changes that have been agreed corporately, irrespective of own views.
- Ability to build strong relationships with their team but also with stakeholders and customers.
- Ability to negotiate, engage and persuade team members to collectively reach agreements and achieve outcomes.
- Able to encourage team members to embrace change and meet goals.
- Shows sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations.
- Innovative and able to recognise and develop potential for doing things differently
- Strong verbal and written communication skills together with the ability to adapt communication style to varying audiences

Level C (in addition to levels A and B)

- Ability to effectively escalate both internally and externally when appropriate.
- Ability to manage and make decisions with complex work, where there are elements of conflict present
- Developed skills in group supervision and reflective practice sessions.
- Ability to maintain strong relationships with the team but also with stakeholders and customers.
- Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team.
- Ability to identify and escalate team performance issues which could be leading to wider organisational concerns and present potential solutions.]