

## CLIENT FINANCIAL AFFAIRS

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| <b>MPR4</b>  | <b>Job Title: Client Financial Affairs Officer</b>  |   |
| <b>Duties:</b>   |   |   |
| <ul style="list-style-type: none"> <li>Apply to the DWP/COP to secure finances and benefit entitlement and Act on behalf of the Corporate Deputy/Appointee to manage the finances for ASC clients who are assessed to lack mental capacity to manage their own finances.</li> </ul>  |   |   |
| See Job Profile for full duties.   |   |   |
| Sector Specific framework: Please provide link to national/sector specific framework if this applies   |   |   |
| <b>Level A (Developing)</b>  | <b>Level B (Practising)</b>   | <b>Level C (Accomplished)</b>   |
| Required for this level  | In addition to level A  | In addition to levels A and B   |
| <b>Qualifications</b>  | <b>Qualifications</b>   | <b>Qualifications</b>   |
| <ul style="list-style-type: none"> <li>A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English.</li> </ul>   | <ul style="list-style-type: none"> <li>APAD Accreditation qualification</li> </ul>  | <ul style="list-style-type: none"> <li>Evidence of ongoing continuous professional development.</li> </ul>  |
| <b>Evidence requirements:</b>  | <b>Evidence requirements to progress to level B:</b>  | <b>Evidence requirements to progress to level C:</b>  |
| <ul style="list-style-type: none"> <li>Certificates provided during recruitment</li> </ul>   | <ul style="list-style-type: none"> <li>Certificate provided</li> </ul>  | <ul style="list-style-type: none"> <li>CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.</li> </ul>   |
| <b>Knowledge</b>   | <b>Knowledge</b>  | <b>Knowledge</b>  |
| <ul style="list-style-type: none"> <li>Awareness of key policies, legislation and statutory guidance for adult social care.</li> <li>Knowledge and understanding of the Care Act 2014, Mental Capacity Act 2005, DWP legislation and safeguarding policies and processes.</li> <li>Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations.</li> <li>Working knowledge of financial procedures appropriate to the role.</li> <li>Familiarity of available service and community assets to support individuals.</li> <li>Knowledge of DWP legislation.</li> <li>Knowledge of Deputyship Standards.</li> </ul> | <ul style="list-style-type: none"> <li>Ability to apply knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to Adult Social Care including the Care Act 2014, Mental Capacity Act 2005.</li> <li>Knowledge of the Court of Protections procedures and application of the Office of the Public Guardian standards.</li> <li>Demonstrate skills and knowledge to contribute effectively to the safeguarding process.</li> <li>Be aware and challenge organisational cultures that may lead to poor practice in safeguarding.</li> <li>A good understanding of equality, diversity and inclusion.</li> <li>Knowledge of sources of benefit income and entitlement.</li> </ul> | <ul style="list-style-type: none"> <li>Detailed knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to the Care Act and Mental Capacity Act.</li> <li>Detailed knowledge and understanding of working with vulnerable adults.</li> </ul> |

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| <p><b>Evidence requirements (knowledge):</b></p> <ul style="list-style-type: none"> <li>• Provide an example to demonstrate your awareness of key policies, legislation and statutory guidance within adult social care.</li> <li>• Provide specific examples of how you have applied your knowledge relating to the Care Act 2014, Mental Capacity Act 2005, DWP legislation and safeguarding policies in your role.</li> <li>• Provide an example to demonstrate your awareness of information governance and GDPR.</li> <li>• Provide practical examples of how you have applied financial procedures in your role.</li> <li>• Describe a range of service and community assets available to support individuals.</li> <li>• Describe your understanding of DWP legislation.</li> <li>• Describe your knowledge of Deputyship Standards and how they apply to this role.</li> </ul> | <p><b>Evidence requirements (knowledge):</b></p> <ul style="list-style-type: none"> <li>• Provide 2 examples where you have applied your knowledge and experience in relation to the Care Act 2014 and Mental Capacity Act 2005.</li> <li>• Provide 2 examples where you have applied your knowledge of the Court of Protections procedures and application of the Office of the Public Guardian standards.</li> <li>• Provide 2 examples to where you have applied your knowledge to contribute effectively to the safeguarding process.</li> <li>• Provide 2 examples where you have identified and challenged aspects of organisational culture that could have led to poor safeguarding practice.</li> <li>• Provide 2 examples where you have applied your understanding of equality, diversity and inclusion in your work.</li> <li>• Provide 2 examples where you have applied your knowledge relating to sources of benefit income and entitlement.</li> </ul> | <p><b>Evidence requirements (knowledge):</b></p> <ul style="list-style-type: none"> <li>• Provide 3 examples explaining how you have applied the Care Act 2014 and the Mental Capacity Act 2005 in your practice, demonstrating your understanding of the relevant legislation, statutory guidance and procedures.</li> <li>• Provide 3 examples where you have applied your knowledge and understanding of working with vulnerable adults and how you have ensured their needs are met while promoting their rights and independence.</li> </ul>   |
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of securing benefit income.</li> <li>• Experienced in managing finances/income and expenditure.</li> <li>• Experience of working with vulnerable adults.</li> </ul>   | <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in identifying budget implications for an individual while meeting essential outcomes.</li> <li>• Ability to effectively manage and maximise a client's finances/capital and assets.</li> <li>• Experience of preparing appropriate reports and statements for the Office of the Public Guardian and the Court of Protection.</li> <li>• Experience of ensuring the Protection of Property process is completed satisfactorily.</li> <li>• Experience of participating and providing advice on steps in adult safeguarding meetings.</li> </ul>   | <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experienced in making informed decisions, considering challenges from different perspectives, analysing potential outcomes, and taking appropriate action to safeguard client finances.</li> <li>• Experience of negotiating and engaging with internal and external partners to achieve the required financial outcomes for appointeeship and deputyship clients.</li> <li>• Experience of mentoring and supporting the learning of less experienced staff, sharing knowledge, for example, of client groups (OP, MH, LD) and resources.</li> <li>• Experience in taking action to secure the immediate safety of the adult at risk of abuse.</li> </ul>   |
| <p><b>Evidence requirements (experience):</b></p> <ul style="list-style-type: none"> <li>• Provide an example of how you have secured benefit income for individuals.</li> <li>• Provide examples where you have managed finance.</li> <li>• Describe your experience of working with vulnerable adults.</li> </ul>  | <p><b>Evidence requirements (experience):</b><br/><i>Minimum of 12 months experience at level 4A for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> <li>• Provide 2 examples of where you have identified and managed budget implications while meeting essential outcomes for individuals.</li> <li>• Provide 2 examples where you have effectively managed and maximised a client's finances/capital and assets.</li> <li>• Provide 2 examples of reports and statements you have prepared for the Office of the Public Guardian and the Court of Protection.</li> </ul>   | <p><b>Evidence requirements (experience):</b><br/><i>Minimum of 24 months experience at level 4B for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> <li>• Provide 3 examples of where you have made an informed decision to safeguard a client's finances, considering different perspectives and potential outcomes.</li> <li>• Provide 3 examples where you have negotiated or collaborated with internal and external partners to achieve a positive financial outcome for a client under appointeeship or deputyship.</li> <li>• Provide 3 examples where you have mentored or supported less experienced colleagues, particularly in sharing your knowledge of different client groups and available resources.</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>• Provide 2 examples where you have applied the Protection of Property process satisfactorily.</li> <li>• Provide 2 examples where you have participated and provided advice on steps to be taken in adult safeguarding meetings.</li> </ul>   | <ul style="list-style-type: none"> <li>• Provide 3 case examples where you have taken action to secure the immediate safety of an adult at risk of abuse.</li> </ul>  |
| <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Proficient in the use of Microsoft Word, Excel, Teams and Outlook.</li> <li>• 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.</li> <li>• Ability to demonstrate excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary.</li> <li>• Ability to utilise varying methods of communication to effectively convey information, ideas and instructions to individuals and the team.</li> <li>• Ability to show sound judgement in decision making, resolving problems in relation to Appointeeship and deputyship clients.</li> <li>• Ability to demonstrate compliance with data protection and GDPR.</li> </ul> | <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to build strong relationships with the team but also with stakeholders and customers.</li> <li>• Demonstrable experience of planning ahead and having the ability to respond positively to change.</li> <li>• Ability to monitor the effects of decisions, taking account of risks and being prepared to take ownership of actions, and modify own and others work practices where necessary.</li> <li>• Ability to show sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations.</li> <li>• Provides professional complaint responses within specified timescale.</li> <li>• Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales.</li> </ul>   | <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• High level of analytical and data interpretation expertise and accurate attention to detail including a history of working to a high level of accuracy and problem solving.</li> <li>• Commitment to continually seek and implement improvements and helping others to cope with change.</li> <li>• Promotes positive approaches to diversity, identity and equality.</li> <li>• Ability to forward plan key activities throughout the year.</li> </ul>   |
| <p><b>Evidence requirements (skills):</b></p> <ul style="list-style-type: none"> <li>• Competent user of ICT software packages, e.g. able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions.</li> <li>• Copy of full UK driving licence provided as part of recruitment compliance.</li> <li>• Provide an example where you have demonstrated excellent customer care by adapting services to meet customer needs.</li> <li>• Provide examples to demonstrate well developed communication skills, written and verbal, including ability to convey information to individuals and the team.</li> <li>• Provide an example where you demonstrated sound decision-making relation to the resolution of problems associated to Appointeeship and deputyship clients.</li> <li>• Provide an example to demonstrate how you comply with GDPR in your role.</li> </ul>                                 | <p><b>Evidence requirements (skills):</b></p> <ul style="list-style-type: none"> <li>• Provide 2 examples where you have developed strong relationships with the team, stakeholders and customers.</li> <li>• Provide 2 examples where you have needed to plan and adapt to unexpected changes in your work.</li> <li>• Provide 2 examples where you have monitored the impact of a decision you made, considered the associated risks, taken responsibility for the outcomes, and adjusted your own and others' work practices as needed. Describe how you managed this process and what was the outcome.</li> <li>• Provide 2 examples where you have demonstrated sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations.</li> <li>• Provide 2 examples of complaints where you have personally provided a written response within a specified timescale.</li> <li>• Provide 2 examples where you effectively manage your workload whilst also prioritising work and delivering outcomes within defined timescales.</li> </ul> | <p><b>Evidence requirements (skills):</b></p> <ul style="list-style-type: none"> <li>• Provide 3 examples where you have analysed and interpreted a high level of data and demonstrated attention to detail.</li> <li>• Provide examples where you have implemented improvements and helped others cope with change, including evaluation of the improvements</li> <li>• Provide 3 examples where you have promoted equality, diversity and inclusion in your work. Provide 3 examples to demonstrate how you forward plan and manage key activities across the year to ensure smooth service delivery and meet deadlines.</li> <li>• Provide examples where you have planned to achieve objectives/targets, including evaluation and key learnings.</li> </ul> |

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| <b>MPR5</b>   | <b>Job Title: Client Financial Affairs Team Manager</b>   |  |
| <b>Duties:</b>  |   |  |
| <ul style="list-style-type: none"> <li>• Provide strong and effective leadership, supporting the Client Financial Affairs team to deliver positive outcomes for Appointeeship and Deputyship clients.</li> <li>• To be responsible for the overall delivery of effective and efficient services within the team, managing competing priorities and ensuring that statutory responsibilities and OPG standards are met through high quality practice to ensure the service provided is safe and promotes staff wellbeing.</li> <li>• Provide cover in the absence of the Operations Manager and for other Team Managers as and when required to effectively deliver services and maintain business continuity.</li> </ul>  |   |  |
| <b>Sector Specific framework:</b> <i>Please provide link to national/sector specific framework if this applies</i>  |   |  |
| <b>Level A (Developing)</b>   | <b>Level B (Practising)</b>   | <b>Level C (Accomplished)</b>  |
| Required for this level   | In addition to level A  | In addition to levels A and B  |
| <b>Qualifications</b>   | <b>Qualifications</b>   | <b>Qualifications</b>  |
| <ul style="list-style-type: none"> <li>• Educated to A Level, or equivalent, at grade C or above in Maths and English.</li> </ul>   | <ul style="list-style-type: none"> <li>• Working towards Level 5 in Leadership and Management or equivalent.</li> </ul>   | <ul style="list-style-type: none"> <li>• Level 5 in Leadership and Management or equivalent.</li> <li>• Evidence of ongoing continuous professional development.</li> </ul>  |
| <b>Evidence requirements:</b>   | <b>Evidence requirements to progress to level B:</b>  | <b>Evidence requirements to progress to level C:</b>   |
| <ul style="list-style-type: none"> <li>• Certificates provided during recruitment.</li> </ul>   | <ul style="list-style-type: none"> <li>• Training records will demonstrate the individual is working towards a management qualification.</li> </ul>   | <ul style="list-style-type: none"> <li>• Copy of Level 5 in Leadership and Management certificate or equivalent qualification.</li> <li>• CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.</li> </ul> |
| <b>Knowledge</b>  | <b>Knowledge</b>  | <b>Knowledge</b>   |
| <ul style="list-style-type: none"> <li>• Detailed knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to Adult Social Care including the OPG Deputy Standards, Care Act 2014, Mental Capacity Act 2005, Mental Health Act 1983 and relevant housing legislation.</li> <li>• Knowledge and experience in the application of national policies and development relating to Adult's Social Care policy areas and the impact on people and their families.</li> <li>• Knowledge and experience in the application of relevant theoretical frameworks, practice models, research findings and the application of psychological and human development theories.</li> <li>• Knowledge and experience in the application of Deputyship Standards.</li> <li>• Knowledge and understanding of equality and diversity and promotes this across the team.</li> <li>• A good understanding of GDPR legislation and best practice in relation to information sharing.</li> </ul> | <ul style="list-style-type: none"> <li>• Applied knowledge and understanding of the appraisal process.</li> <li>• Detailed and applied knowledge and understanding of the legislation and practices across the social care sector, CQC and the Office of the Public Guardian including any recent changes.</li> <li>• Detailed and applied knowledge of the Adult Social Care Statutory Framework</li> <li>• Knowledge of internal and external escalation processes and knowing when to utilise them.</li> <li>• Knowledge and understanding of cultures, customs and values as well as the ability to work effectively with individuals from varying backgrounds and experience.</li> <li>• Knowledge and understanding of the Council's budget setting process.</li> </ul> | <ul style="list-style-type: none"> <li>• Extensive knowledge of Power BI.</li> <li>• Significant financial knowledge of managing high value budgets and income targets whilst managing demand.</li> </ul>  |
| <b>Evidence requirements (knowledge):</b>   | <b>Evidence requirements (knowledge):</b>   | <b>Evidence requirements (knowledge):</b>  |
| <ul style="list-style-type: none"> <li>• Provide an example to demonstrate how you have applied your knowledge and experience relating to Adult Social Care including the Care Act 2014, Mental Capacity Act 2005, Mental Health Act</li> </ul>   | <ul style="list-style-type: none"> <li>• Provide 2 examples where you have applied the appraisal process across the team.</li> </ul>  | <ul style="list-style-type: none"> <li>• Provide 3 examples to demonstrate your extensive knowledge of performance systems such as Power BI.</li> </ul>  |

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| <p>1983 and relevant housing legislation assessed via application and interview.</p> <ul style="list-style-type: none"> <li>• Provide an example to demonstrate your knowledge and experience in applying national policies and development relating to Adult’s Social Care policy and the impact on people and their families.</li> <li>• Provide an example where you have applied theoretical frameworks in your role.</li> <li>• Provide an example of how you have applied and used Deputyship Standards.</li> <li>• Describe how you demonstrate your knowledge and understanding of equality and diversity in your role and provide examples of how you promote these values across the team.</li> <li>• Provide an example of how you apply your understanding of GDPR legislation and best practice in your role.</li> </ul>  | <ul style="list-style-type: none"> <li>• Provide 2 examples where you have applied your knowledge and understanding of changes to legislation and practice across the social care sector, CQC and the Office of the Public Guardian.</li> <li>• Provide 2 examples where you have applied your knowledge and experience of the Adult Social Care Statutory Framework.</li> <li>• Provide 2 examples where you have appropriately used the internal and external escalation process.</li> <li>• Provide 2 examples where you have appropriately used the internal and external escalation process. Evidence may include supervision records, e-mail correspondence, exception reports.</li> <li>• Provide examples where you have applied your knowledge and understanding of budgetary management.</li> </ul>   | <ul style="list-style-type: none"> <li>• Provide 3 examples where you have managed high value budget and income targets, particularly in the context of managing demand for services.</li> </ul>  |
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Previous experience in Appointee/Deputyship, social care finance, finance or Personalisation or Brokerage and Quality Assurance.</li> <li>• Experience of using supervision to monitor performance using Mosaic or other similar system</li> <li>• Experience of leading a team and promoting a positive, nurturing culture and fostering a culture of understanding, collaboration, and inclusivity.</li> <li>• Experience of providing clear expectations around team and individual performance and sets clear SMART targets to achieve objectives within the team.</li> <li>• Experience of monitoring and identifying performance in relation to throughput of work both within the team and individual staff.</li> <li>• Experience of providing oversight of high-risk cases and ensuring they are managed effectively.</li> <li>• Proven experience in understanding and interpreting data to measure teams’ performance, identifying areas of concern and escalation appropriately.</li> <li>• Provide an example where you have provided regular high-quality supervision for all team members.</li> </ul> | <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of using performance systems such as Power BI, Dashboard and Mosaic Reports.</li> <li>• Experience in interrogating and analysing performance data to identify areas of concern, and then escalating, when applicable, and developing plans to improve, review and amend.</li> <li>• Experience in developing individuals and teams and creating opportunities for learning.</li> <li>• Experience of sustaining high-quality supervision within the team, ensuring that supervision is regular and effective, identifying performance capabilities and implementing necessary training needs.</li> <li>• Experienced in providing guidance and advice to staff on management of high-risk cases and escalating as appropriate within reasonable timeframes to management.</li> <li>• Experience of effectively managing staffing budget within available resources.</li> <li>• Experience of developing plans because of audit findings to support individuals to improve practice.</li> <li>• Experience of providing professional complaint responses within specified timescale.</li> <li>• Significant experience of developing synergies and partnerships within the organisation and with external partners.</li> <li>• Significant experience of dealing with Court Orders and the Office of the Public Guardian.</li> </ul> | <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team.</li> <li>• Experience of monitoring the quality of practice of the team and being accountable for delivering improvements.</li> </ul> |

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| <p><b>Evidence requirements (experience):</b></p> <ul style="list-style-type: none"> <li>• Minimum of 4 years' experience in Appointee/Deputyship, social care finance, evidenced through application form and interview discussion.</li> <li>• Provide an example of how you have effectively used supervision to monitor performance using Mosaic.</li> <li>• Provide an example of your experience leading a team where you promoted a positive and nurturing culture. Describe how you fostered understanding, collaboration and inclusivity among team members, and what was the impact on team performance or morale.</li> <li>• Provide an example where you provided clear expectations around team and individual performance, using SMART targets to help your team achieve its objectives.</li> <li>• Provide an example where you have monitored and identified performance in relation to the throughput of work, both at the team level and for individual staff members. Describe what tools or methods you used.</li> <li>• Provide an example of how you ensure high risk cases are managed effectively and the steps you took to support staff and safeguard individuals.</li> <li>• Experience in understanding and interpreting data to measure teams' performance, identifying areas of concern and escalating where appropriately to be assessed via test.</li> <li>• Experience of providing regular high-quality supervision to be assessed via interview and application statement.</li> </ul> | <p><b>Evidence requirements (experience):</b><br/><i>Minimum of 12 months experience at level 5A for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> <li>• Provide 2 examples of how you use performance systems such as power BI, dashboard and mosaic reports to produce quantitative or qualitative reports that include statistical information, exception reports and dashboard reports.</li> <li>• Provide 2 examples where you have used performance data to identify areas of concern, escalating and developing plans to improve, review and amend.</li> <li>• Provide 2 examples of how you have supported individual and team development and created opportunities for learning.</li> <li>• Provide 2 direct line manager observations to demonstrate the quality of supervision provided across the team and how you have supported individuals where there are performance concerns.</li> <li>• Provide 2 examples of where you have provided guidance and advice to staff on management of high-risk cases and escalated to management.</li> <li>• Provide 2 examples to demonstrate where you have effectively managed a staffing budget within available resources.</li> <li>• Provide 2 examples of plans you have developed because of audit findings. Describe how you supported individuals to improve practice.</li> <li>• Provide 2 examples of complaint responses you have personally drafted.</li> <li>• Provide 2 examples where you have effectively collaborated both internally and externally to achieve outcomes.</li> <li>• Provide 2 examples to demonstrate your experience of working with Court of Protection Orders and the Office of the Public Guardian, and how you have ensured compliance in your role.</li> </ul> | <p><b>Evidence requirements (experience):</b><br/><i>Minimum of 24 months experience at level 5B for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> <li>• Provide 2 examples where you have made informed decisions; considered challenges from different perspectives, analysed potential outcomes, taken calculated risks, and made decisions that help propelled the team, e.g. Team action and improvement plans, supervision records, business cases and presentations to senior leadership team.</li> <li>• Provide 2 examples of where you have monitored the quality of practice of the team and been accountable for improvements, e.g. dashboard reports, Power BI, reports to senior leadership, application of the quality assurance framework.</li> </ul> |
| <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Proficient in the use of Microsoft Word, Excel, Teams and Outlook.</li> <li>• 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.</li> <li>• Ability to maintain workforce morale and engagement, talent development and have proactive practices to manage workforce lifecycle.</li> <li>• Ability to utilise varying methods of communication to effectively convey information, ideas and instructions to individuals and the team.</li> </ul>   | <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to show support for changes that have been agreed corporately, irrespective of own views.</li> <li>• Ability to build strong relationships with team, stakeholders and customers.</li> <li>• Ability to negotiate, engage and persuade team members to collectively reach agreements and achieve outcomes.</li> <li>• Able to encourage team members to embrace change and meet goals.</li> <li>• Shows sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations.</li> </ul>   | <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to effectively escalate both internally and externally when appropriate.</li> <li>• Ability to manage and make decisions with complex work, where there are elements of conflict present.</li> <li>• Ability to negotiate and engage with internal and external partners to achieve outcomes.</li> <li>• Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team.</li> <li>• Ability to identify and escalate team performance issues which could be leading to wider organisational concerns and present potential solutions.</li> </ul>   |

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| <ul style="list-style-type: none"> <li>• Ability to actively listen and provide/receive constructive feedback to/from individuals and the team aimed at achieving a positive culture.</li> <li>• Ability to engage and involve staff in organisational change.</li> <li>• Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales.</li> <li>• Ability to identify and manage risk including use of risk assessment.</li> <li>• Promote positive approaches to diversity, identity and equality.</li> </ul>  | <ul style="list-style-type: none"> <li>• Ability to interpret statistical data to improve service delivery, measure the team’s performance and meet council’s objectives.</li> <li>• Innovative and able to recognise and develop potential for doing things differently.</li> <li>• Strong verbal and written communication skills.</li> <li>• Ability to effectively communicate with the team and undertake challenging conversation as required.</li> <li>• Ability to adapt communication style to varying audiences.</li> </ul>   | <ul style="list-style-type: none"> <li>• Advanced safeguarding skills and practice.</li> </ul>  |
| <p><b>Evidence requirements (skills):</b></p> <ul style="list-style-type: none"> <li>• Proficient in the use of Microsoft Word, Teams, Excel and Outlook.</li> <li>• Full UK driving licence – copy obtained as part of recruitment compliance.</li> <li>• Provide examples how you have maintained workforce morale and engagement, supported talent development, and implemented proactive practices.</li> <li>• Provide examples to demonstrate well developed communication skills, written and verbal, including ability to present information to stakeholders at various levels.</li> <li>• Provide an example demonstrating how you have actively listened and given or received constructive feedback either individually or within a team to build a positive and supportive workplace culture.</li> <li>• Provide an example where you have actively engaged and encouraged staff during organisational change.</li> <li>• Provide an example of how you effectively manage a demanding workload, how you prioritise tasks and ensure outcomes are delivered within timescales.</li> <li>• Provide an example where you have identified risk and applied risk assessment tools to mitigate and monitor risk.</li> <li>• Provide an example of how you promote positive approaches to diversity, identity and equality.</li> </ul> | <p><b>Evidence requirements (skills):</b></p> <ul style="list-style-type: none"> <li>• Provide 2 examples where you have shown support and embedded change that has been agreed corporately, irrespective of own views.</li> <li>• Provide 2 examples demonstrating where you have developed strong relationships with team, stakeholders and customers. Evidence how you developed the positive working relationships, how you shared knowledge and experience and how you explore the potential for collaboration.</li> <li>• Provide 2 examples demonstrating where you have negotiated, engaged or persuaded team members to work together to achieve outcomes.</li> <li>• Provide 2 examples where you have encouraged team members to embrace change and meet goals.</li> <li>• Provide 2 examples where you demonstrated sound judgement in decision making, resolved problems and provided direction in complex and sensitive situations.</li> <li>• Provide 2 examples where you have used dashboard reports and team performance data to improve service delivery and measure the team’s performance.</li> <li>• Provide an example where you presented an innovative solution in your role and implemented change effectively.</li> <li>• Provide management observations to evidence your ability to use strong verbal and written communication skills</li> <li>• Provide an example to demonstrate (a) how you effectively communicate with the team and (b) where you have had to have a challenging conversation. Describe your approach and outcome.</li> <li>• Provide examples where you have needed to adapt your communication style for different audiences.</li> </ul> | <p><b>Evidence requirements (skills):</b></p> <ul style="list-style-type: none"> <li>• Provide 3 examples of where you have had to escalate both internally and externally and the rationale for doing so.</li> <li>• Provide 3 examples of where you have made decisions with complex work, where there are elements of conflict present.</li> <li>• Provide 3 examples where you have needed to negotiate and engage with internal and external partners to achieve outcomes, e.g. documented evidence of successful outcome and negotiation</li> <li>• Provide 3 examples where you made an informed decision; considered challenges from different perspectives, analysed potential outcomes, took calculated risks, and made decisions that helped propel the team e.g. e-mail responses, individual supervisions, team meeting minutes, business cases.</li> <li>• Provide 3 examples where you have identified and escalated team performance and presented potential solutions, e.g. team performance data analysis, team improvement plans, reports to senior management.</li> <li>• Provide 3 examples of where you have applied advanced practice skills in relation to safeguarding, assessments, reviews and mental capacity. Describe the actions taken and the outcome.</li> </ul> |