

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Operations Manager	SW5	<p>See job profile for full job accountabilities and responsibilities</p> <p>The Operations Manager is responsible for leading and improving the delivery, performance, and efficiency of social care services, ensuring high-quality, value-for-money outcomes aligned with council policies and performance standards. This includes managing budgets, overseeing complex safeguarding cases, and driving innovation through strengths-based approaches and co-production with individuals with lived experience.</p> <p>Duties also include contributing to strategic initiatives, representing Adult Services in multi-agency groups, and ensuring continuous service improvement. Additionally, the manager provides leadership and supervision to staff, supports professional development, and ensures a confident, competent workforce that delivers positive outcomes for Medway residents.</p>	<p>Sector Specific framework:</p> <p>Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards.</p>	<p>Sector Specific framework:</p> <p>Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards.</p>	<p>Sector Specific framework:</p> <p>Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards.</p>
			<p>Qualifications</p> <ul style="list-style-type: none"> A recognised professional qualification in Social Work, Occupational Therapy or Nursing. Obtained Practice Educator Award and/or Best Interest Assessor and/or Approved Mental Health qualification (where appropriate to the role) Satisfactory check through the Disclosure and Barring Service. Working towards management qualification (ILM Level 5 or equivalent) 	<p>Qualifications</p> <ul style="list-style-type: none"> Evidence of ongoing continuous professional development in accordance with Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards 	<p>Qualifications</p> <ul style="list-style-type: none"> ILM Level 5 in Management or equivalent qualification
			<p>Knowledge</p> <ul style="list-style-type: none"> Extensive knowledge of adult social care/OT 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 (appropriate to the post). Understands equality and diversity and promotes this across the service. 	<p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of 'The One Medway Council Plan' and ASC strategy and how these impacts on your service Has vast knowledge of a variety of funding streams and actively promotes the use of these to your service area. Knowledge of HR procedures (such as capability, grievances and disciplinaries) to manage teams effectively. 	<p>Knowledge</p> <ul style="list-style-type: none"> Up to date knowledge and understanding of changes to legislation and practices across the Social Care sector which impacts your service area Comprehensive knowledge in sector specific areas such as continuing health care (CHC) and section 117 in order to participate and represent the Local Authority in formal disputes

		<ul style="list-style-type: none"> • Knowledge and understanding of budget setting process. • Knowledge of HR procedures to manage a service effectively. • Knowledge of General Data Protection Regulations. • Knowledge of change management theory and practice 		
		<p>Experience</p> <ul style="list-style-type: none"> • Experienced in developing 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 (such as gaps in staffing, backlogs). • Experienced in using sound judgement in decision making, resolving problems and providing direction. • Experienced as DSO for complex safeguarding concerns (where applicable) • Can identify 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. • Is experienced in being an effective 'change champion' within their service. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience in identifying gaps in service delivery and is able to develop a risk assessment and action plan. • Makes decisions and solves problems within sphere of authority, to enable progress • Reviews and interprets feedback and ensures service plans are user focused • Experienced in encouraging coproduction to improve service delivery. • Experience in managing and making decisions with complex safeguarding work, where there are elements of conflict present (where applicable) • Experienced in providing advice and oversight for less experienced DSOs (where applicable) • Acts as a competent DSO for Organisational Safeguarding (where applicable) 	<p>Experience</p> <ul style="list-style-type: none"> • Experience in implementing risk assessment and action plans to improve service delivery. • Plays an effective role in leading and managing change programmes • Experienced in delivering coproduction successfully. • Experience of delivering an effective service within budget
		<p>Skills</p> <ul style="list-style-type: none"> • Ability to act as a positive role model and leader • Shares and communicates the vision across own and related teams. • Shows support for changes that have been agreed corporately, irrespective of own views • Ability to implements ideas and innovations which impact positively on the service. • Ability to set clear targets to achieve objectives within the service area. 	<p>Skills</p> <ul style="list-style-type: none"> • Seeks opportunities for self-development and sets challenging personal goals • Recognises and credits achievements of team members to increase morale • Ensures that all employees receive regular feedback on their performance • Ability to improve service performance and quality through analysis of data continually reviewing /adjusting service plans • Ability to proactively engage with a range of partner organisations 	<p>Skills</p> <ul style="list-style-type: none"> • Promotes and develops a culture of continuous improvement • Keeps abreast of developments, comparator performance and best practice within the service area. • Plans and directs resources effectively to support service delivery. • Can analyse the learning from complaints to make positive changes to service performance and delivery.

			<ul style="list-style-type: none"> • 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. • Able to offer solutions to improves service performance and quality. • Competent in investigating and providing responses to complaints. • Knows when to involve employees as required in service issues and decision making • Ability to Identify efficiency savings and opportunities for cost reduction • Able to embed a culture of best value. 	<ul style="list-style-type: none"> • Can produce well written, comprehensive, succinct reports for senior management. • Ability to support and provide oversight to Team Managers who are investigating and responding to complaints. • Ability to develop resource plans to meet service requirements drawing up realistic budgets • Keeps teams updated on all key service and organisational information 	<ul style="list-style-type: none"> • Can respond positively and flexibly to changing needs and priorities. • Can embed change, supporting wider council initiatives • Ability to encourage and coach others to develop in their role • Able to represent Adult Services both internally and externally • Ability to deputise for the head of service at relevant meetings
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