

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	13SW	Role Title	Senior Manager
Grade	PS13	Reports to (role title)	Director of Operations / Director of Prevention and Home First
		Directorate/ School	Health, Wellbeing and Adult Social Care
JE Band	614-734	Service / Department	Operations
		Date Role Profile was created	02/08/2024

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>The senior manager will work closely with operational directors to develop a strategic vision for the service within the complex statutory framework of social care legislations. The senior manager will be an expert leader who will support the development of a strategic portfolio across adult social care directorate including research and education, strategy development and implementation, business development, build and manage partnerships with multiple stakeholders and care providers.</p> <p>The senior manager will work alongside team managers to develop complex policies, plan and implement the strategic vision of the service and will have an overview of the operational services delivered in dedicated areas/teams within adult social care. They will have an oversight of various workstreams and budget management for dedicated areas/teams. They will ensure service delivery, business continuity and will ensure appropriate risk management measures are in place.</p> <p>The senior manager will be responsible for ensuring practice standards, customer service and quality assurance are incorporated into all services. They will build and maintain positive working relationships with key stakeholders, service providers, relevant statutory bodies, partners, service users and local communities to achieve the common goal of the service.</p> <p>The Senior Manager may also be required to be the professional lead for identified specialist service areas (for example Continuing Health Care and Section 117).</p>
--	---

**Work Context**

The post holder will be an experienced, inspirational leader who is comfortable in leading robust services and teams in an evolving social care environment. They will work closely with operational directors, senior leaders, team managers, people managers and relevant stakeholders to shape and oversee the delivery of the objectives in dedicated teams/services within the adult social care directorate.

The post holder will lead a dedicated team/specialist service to provide a service to all eligible adults to meet local need based upon local demographics, demand and level of deprivation, and will ensure the provision of information, support and advice to members of the public.

The post holder will be working alongside social care services/teams within adult social care, district and boroughs and care providers to ensure value for money, maximise user's involvement, choice and control over their care and will monitor performance across areas/teams. They will be able to challenge, support and develop the areas/teams while ensuring performance, financial management and quality governance are in place.

The job holder may be required to work across more than one site within Surrey to ensure the provision of support and advice to the residents of Surrey. The post holder will work flexibly across teams and will adapt to the changing business needs of the adult social care directorate in line with the agile workforce policy. They will have a strong focus on improvement, innovation and deliver improvements.

**Line management responsibility**  
if applicable

Responsible for the management and supervision of Team Managers and other management roles within the team (as required).

**Budget responsibility**  
if applicable

Influence over a substantial staffing and care budget

**Representative Accountabilities**  
Typical accountabilities in roles at this level in this job family

**Risk Management**

- Manage risk in relation to service delivery ensuring safeguarding issues are addressed, and contribute to the corporate risk management framework.

**Service Development**

- Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity.
- Drive change and embed new ways of working to ensure high quality service delivery and value for money.

**Planning & Organising**

- Develop and ensure implementation of operational and service plans and policies, and play a key role in long term plans to develop and implement new initiatives and operational systems.
- Assist in the production of service plans, including the setting, monitoring and evaluation of service targets.

**Finance/Resource Management**

- Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered.
- May have indirect influence on significant commissioning budgets.

**Work with others**

- Liaise internally and externally to ensure the department/service issues are appropriately

- Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon to enhance service delivery.
- Work with a range of agencies and partners to develop services in line with government policies, and to promote and coordinate initiatives.

People Management

- Manage the service delivery of teams and units and ensure all cases, including complex and high risk are progressed in line with quality, national and legislative standards.
- Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements.

Duties For All

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Health, safety and welfare: Responsible for ensuring health & safety policies, procedures and legislation are fully implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.

**Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics**

- Relevant professional qualification and registration where required plus substantial experience at a senior management level in specialist area.
- Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of Health and Social Care services.
- Comprehensive knowledge and awareness of broader contextual factors affecting national service delivery.
- Ability to exercise a significant degree of critical and constructive thinking and demonstrate evaluative judgement.
- Extensive knowledge of the concepts of change management, project management and continuous improvement, and their practical application.
- Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility.
- Excellent written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners.
- High level problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change.
- Proven ability to assess risks and benefits and respond appropriately.
- Clear evidence of political acumen.
- Wide experience in successful leading, motivating, coaching, mentoring and developing staff.
- Expert specialist knowledge consistent with the role.

<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>• A degree and/or professional qualification in social care, occupational therapy or other relevant professional/health qualification.</li> <li>• Enhanced DBS with adults' Barred List checks.</li> <li>• A commitment to improving practice standards and personal competencies through professional development.</li> <li>• Proven experience of delivering a complex set of contemporary and comprehensive knowledge and understanding of the statutory framework for health and social care, relevant legislation and current guidance, best practice and research.</li> <li>• Comprehensive professional knowledge base in relation to social care &amp; health service provisions for adults.</li> <li>• Ability to effectively demonstrate an understanding of the organisational principles underlying anti discriminatory and anti-oppressive practices.</li> <li>• Skilled communicator; strong public speaker and presenter and writer of reports.</li> <li>• Willing and able to work and travel within the county to work with geographically dispersed teams.</li> </ul>
<p><b>Role Summary</b></p>	<p>Roles at this level plan, organise and manage large and complex teams or specific service areas, and/or provide day to day operational management for a specified geographical area or service. Their work usually includes policy development, developing and implementing operational plans and helping to develop and deliver strategy. Planning takes place over a longer period (year or more). They will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or council objectives. Roles at this level require extensive management experience and high level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.</p>