

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>11PCS</b>	<b>Role Title</b>	<b>TECH Development Lead</b>
<b>Grade</b>	PS11	<b>Reports to (role title)</b>	<b>Senior Manager TECH</b>
		<b>Directorate / School</b>	<b>Adult Social Care</b>
<b>JE Band</b>	439-518	<b>Service / Department</b>	<b>Commissioning</b>
		<b>Date Role Profile was created</b>	<b>27/01/2025</b>

## 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	To lead and support the Technology Enabled Care & Homes Transformation Programme with the Senior Managers and Head of Service. The post holder will take a proactive approach towards the improvement and integration of technology within Adult Social Care Practice. The role will consist of the creation and implementation of tools for frontline workers to endorse and apply technology solutions into their everyday practice. The post holder will be driven and focused on changing and designing new systems as well as maximising resources currently available to ensure technology is used as an enabler within residents' care and support packages. The post holder will be up to date with legislation influencing practice and will work with colleagues to ensure standards are met in line with GDPR compliance for any existing or new technology as we move into business as usual. The role will work closely with internal and external stakeholders, encouraging collaborative relationships are in play and coproduction is at the centre of the TECH team's strategy. The role will line manage a team and lead by example, promoting strong leadership skills and innovative, autonomous working. The post will also include: contract management, facilitation of meetings with partner agencies, benefits and key performance indicator tracking and reviewing of contracts. The post holder will liaise with the Senior Commissioning Manager to ensure good value for money and quality of service is provided and will complete benefits evaluations, including cost avoidance and cost savings models.
<b>Work Context</b>	This is a county-wide role.
<b>Line management responsibility</b> if applicable	Line management to a small team including supervision and performance conversations
<b>Budget responsibility</b> if applicable	No direct holding of budget but the post holder will have an essential part in the commissioning of technologies for SCC and advice and guidance to teams providing recommendations for the provision of TEC within their budget.

<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Identify opportunities and risks associated with the service and escalate / report to management.</li> <li>• Conduct assessments in complex or high risk circumstances ensuring appropriate actions are taken in response to identified safeguarding/wellbeing issues to increase the protection of vulnerable people.</li> </ul> <p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>• Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards.</li> <li>• Ensure professional and quality service standards are maintained and applied within their area of activity.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Develop and implement plans for their own area and contribute to business and service planning.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation policies and procedures, or have indirect influence on wider service budget.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Work with other service areas / partner professionals and organisations to assess and deliver individual service user needs and / or service objectives and priorities.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Manage a defined team or area providing clear organisation, direction and development.</li> <li>• Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Professional qualification and relevant registration where required with post qualification practical experience, or substantial relevant and practical experience across a number of areas and in depth specialist knowledge.</li> <li>• Deep understanding of relevant legislation and practice standards.</li> <li>• Knowledge and awareness of broader contextual factors affecting wider service delivery.</li> <li>• Ability to exercise evaluative judgement appropriately.</li> <li>• Ability to manage budgets in accordance with financial procedures.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• High level problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Qualification - Social Care Practitioner, Social Worker, Occupational Therapist and/or significant relevant experience in a health or social care setting, including experience of the benefits of using TECH to meet health and social care outcomes</p> <p>A satisfactory DBS will be required.</p> <p>A good understanding and knowledge of the structure, function and legislative context of Adult Social Care services, including the Care Act &amp; Mental Capacity Act in terms of personalised outcomes, prevention and wellbeing.</p> <p>An understanding of common health conditions and the implications of these on an individual's wellbeing including the impact of disabling barriers that prevent individuals from accessing essential support and services.</p> <p>Experience of gathering information and decision making to support individuals through the assessment, support planning and review process whilst managing risk and recognising safeguarding concerns.</p> <p>Ability to organise own time and work with own initiative to determine priorities from others and respond flexibly, with support, to changing priorities.</p> <p>Ability to communicate, influence and engage with individuals, families, carers, colleagues and other agencies both verbally and in writing in a clear, jargon free and professional manner.</p> <p>Ability to evaluate and analyse interventions and products in order to clinical reason and justify spend</p>
<b>Role Summary</b>	<p>Roles at this level provide, manage and / or co-ordinate and contribute to promoting good practice and service development. They will require knowledge across a number of areas or in depth technical or specialist knowledge. They will typically work with those both inside and outside the organisation to influence the development of services or delivery of specific projects, establishing effective local working relationships and joint working arrangements. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions, and they may contribute to strategic developments in their area of expertise. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and precedents.</p>
<b>Reference Number</b>	BM-2025-084