

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	13SW	<b>Role Title</b>	Senior Manager
<b>Grade</b>	PS13	<b>Reports to (role title)</b>	Area Director
		<b>Directorate</b>	Adult Social Care
<b>JE Band</b>	614-734	<b>Service</b>	Commissioning and Operations
		<b>Team</b>	
		<b>Date Role Profile was created</b>	Sep-16

## 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 take operational and strategic leadership for the management, development and improvement of services for defined Locality Team. Maintaining and Building positive relationships with all key stakeholders and partners. Lead the Locality Teams with key NHS partners towards integrated services.
<b>Work Context</b>	<p>The role holder will be part of a leadership team focussing on priorities for Adult Social Care, and the challenges involved, in one of the following areas:</p> <ul style="list-style-type: none"> <li>• Commissioning: The team will commission services in a planned way, and particularly, to work together with service users and carers in the design of services. Ensure value for money. Maximise user involvement, choice and control. Maximise the use of direct payments and community services.</li> <li>• Personal Care and Support: The 11 generic locality teams, linked to each of the boroughs and districts, will 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. They will work with local stakeholders to develop the availability of personal care and support options in the local community.</li> </ul>
<b>Line management responsibility</b> if applicable	Responsible for the Management and supervision of the Team Manager.
<b>Budget responsibility</b> if applicable	Influence over an approximate budget of up to £18m.

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Manage risk in relation to service delivery ensuring safeguarding issues are addressed, and contribute to the corporate risk management framework.</li> </ul> <p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Drive change and embed new ways of working to ensure high quality service delivery and value for money.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Assist in the production of service plans, including the setting, monitoring and evaluation of service targets.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered.</li> <li>• May have indirect influence on significant commissioning budgets.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon to enhance service delivery.</li> <li>• Work with a range of agencies and partners to develop services in line with government policies, and to promote and coordinate initiatives.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements.</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 and welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
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<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Relevant professional qualification and Health and Care Professions Council registration where required plus substantial experience at a senior management level in specialist area.</li> <li>• Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of social care services.</li> <li>• Comprehensive knowledge and awareness of broader contextual factors affecting national service delivery.</li> <li>• Ability to exercise a significant degree of critical and constructive thinking and demonstrate evaluative judgement.</li> <li>• Extensive knowledge of the concepts of change management, project management and continuous improvement, and their practical application.</li> <li>• Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility.</li> <li>• 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.</li> <li>• High level problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change.</li> <li>• Proven ability to assess risks and benefits and respond appropriately.</li> <li>• Clear evidence of political acumen.</li> <li>• Wide experience in successful leading, motivating, coaching, mentoring and developing staff.</li> <li>• Expert specialist knowledge consistent with the role.</li> </ul>
<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>• Professional qualification in social care, occupational therapy or other relevant health qualification.</li> <li>• Enhanced CRB (POVA).</li> <li>• A commitment to improving practice standards and personal competencies through professional development.</li> <li>• 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 a significant degree of flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.</p>