

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Operational Project Manager
Grade	PS10	Reports to (role title)	Changing Futures Programme Delivery Manager
		Directorate	Adults, Wellbeing & Health Partnerships
JE Band	371-438	Service	Changing Futures Programme
		Team	Health and Well Being Team - Public Health
		Date Role Profile was created	May-24

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.

Role Purpose including key outputs	An independent Project manager is required to work with the Changing Futures programme to support the operational management of the Bridge the Gap specialist outreach service for adults experiencing multiple disadvantage. Surrey's Bridge the Gap programme supports people facing multiple disadvantage such as homelessness, substance use, domestic abuse, criminal justice involvement and mental health challenges.
Work Context	The operational project manager will provide operational guidance and support to the Bridge the Gap Outreach team including building a peer workforce guided by the Changing Futures principles. As the project supervisor for an alliance model, the role holder will hold an autonomous position and be responsible for fostering a culture of cohesion and connectedness within the workforce whilst supporting the continuous improvement of operational policies and processes, including but not limited to referrals and allocations, case management and flow, workforce wellbeing, competency training, safeguarding and risk management. The role requires skills in strong leadership, influencing and negotiating when working with partners to promote reasonable adjustments, commitment and action for clients from a diverse range of partners and people including those outside the direct sphere of influence with differing perspectives. The post holder may represent the Changing Futures programme and the clients supported in various local and national forums therefore will be highly organised, an effective communicator at all levels, flexible with good problem-solving skills. The primary base for the role holder is SCC head office Woodhatch Reigate however hybrid working is feasible where the role objectives can be met however the role holder will be required to work from any sites across the county and ability to travel is essential.
Line management responsibility if applicable	Line Management responsibility – no formal line management is required however the project supervisor is expected to support and mentor outreach and peer workers as well as supporting across the core CF team when appropriate to cover leave and absences.
Budget responsibility if applicable	Although no formal budget responsibility the Project Manager will work with the programme delivery manager and experts by experience to actively support Changing Futures sustainability planning.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and to develop and implement agreed strategy. Contribute to the development of and implement initiatives to generate income and stimulate public interest. <p>Planning & Organising</p> <ul style="list-style-type: none"> Develop and implement plans for own area and contribute to longer term service planning. Lead, develop and coordinate projects to high professional standards and best practice. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures, or have indirect influence on wider service budget. <p>Work with others</p> <ul style="list-style-type: none"> Liaise internally and externally, developing relationships to enhance service delivery and to assist in promoting and coordinating initiatives. <p>People Management</p> <ul style="list-style-type: none"> Manage a defined team or area providing clear organisation, direction and development. 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. <p>Duties for all</p> <p>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 & Welfare: To be responsible for ensuring health & 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. To have regard to and comply with safeguarding policy and procedure as appropriate</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<p>Degree or equivalent professional qualification, or Significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</p> <ul style="list-style-type: none"> Thorough knowledge of the service/functional area. Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided. Knowledge and awareness of broader contextual factors affecting wider service delivery. Thorough understanding and experience of project management. Strong written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners and those with lived experience of multiple disadvantage High level problem solving skills with the capacity to devise and implement innovative solutions. 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. Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> Passion and commitment to drive forward Surrey's ambitions for Changing Futures and the drive and insight to make the mission a reality. Degree or relevant project management qualification or experience Experience of building partnerships and working collaboratively with others. Experience of successfully developing and implementing project management. Understanding of local government role in improving health and addressing inequalities. Understanding of local government and the wider health and social care system and the benefits, opportunities and challenges associated with joint delivery of health and wellbeing through an integrated approach.. Lived Experience would be beneficial but not essential and there is no expectation to disclose this information . A high level of safeguarding knowledge and competencies. Experience of operational management of services for individuals experiencing multiple disadvantage with a sound experience of working in related fields examples including Substance Use, Mental Health, Housing, Probation, Health and Social Care.

Role Summary	<p>The project manager will provide operational guidance and support to the Bridge the Gap Outreach team including building a peer workforce guided by the Changing Futures principles. As the project manager for an alliance model, the role holder will hold an autonomous position and be responsible for fostering a culture of cohesion and connectedness within the workforce whilst supporting the continuous improvement of operational policies and processes, including but not limited to referrals and allocations, case management and flow, workforce wellbeing, competency training, safeguarding and risk management. The role holder will Co-Chair the Referral and Allocations Review Panel (RAP) to ensure that the process is efficient whilst remaining trauma informed and iterative. One aspect of this entails capturing the outcomes and learning from the project for the individuals being supported by the service and ensuring all agreed metrics and data are recorded by the workers on the National Delta system and local ECINS system. The post holder will provide professional, specialist or high level technical advice, direction and input in a specialised activity. 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 working relationships and promoting and raising awareness of their service. 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 are likely to contribute to strategic developments in their area of expertise. Representative Accountabilities –</p> <ul style="list-style-type: none"> •Be committed to challenging inequality, and to understand that inequality, including racial inequality and experience of discrimination, can have a big impact on a person's life and on how they engage with services and the support available. •To be passionate about improving the lives of people that face severe and multiple disadvantage and use that passion to bring about change. To drive equality and inclusion for multiple disadvantage. •To be guided by the core principles and values of Changing Futures working with experts by experience and Lived Experience Recovery Organisations in the development and evaluation of the programme. •To co-chair the Referral and Allocation Panel. •To continuously develop trauma informed principles and relational models of working including fostering a person centred culture of 'doing with' not 'doing to'. •To support case management and review process, identifying outcomes and issues. •To dedicate resource and develop robust processes and policies •Recording and monitoring for evaluation and To share competencies and learning across the workforce •To work within a committed and vocational team. •To attend strategic and operational meetings promoting the service and principles of the Changing Futures programme. •To be part of a national level of learning attending events and collaborating with 15 other Changing Futures areas. •To uphold behaviours and values of the Surrey Changing Futures principles co developed by experts by experience.
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