# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Operations Manager

# DEPARTMENT: Children’s Services

# LOCATION: Eastbourne

# GRADE: LMG 3

# RESPONSIBLE TO: Head of Service

# Purpose of the Role:

Responsible for operational management of specific service area, including budget management, managing the balance of needs and resources, managing performance, and achieving continuous service improvement.

# Key tasks:

1. Be responsible for the appropriate delivery of services for children and families within a designated service area in accordance with statutory requirements, County Council policies, procedures and quality standards.
2. Achieve the annual performance targets for the designated service unit and ensure that the plan to achieve the targets are fully implemented throughout the service managed.
3. Manage the budgetary performance of the designated service unit within the Departmental scheme of delegation.
4. Manage performance within the context of the Performance Assessment Framework, Performance Indicators, and agreed targets. Achieve an effective delivery of service through the management of people and take responsibility for the formal operation of the County Council’s policies and procedures including personnel related matters e.g. grievance, disciplinary procedures and contractual arrangements with external providers.
5. Recruit, retain and develop appropriately qualified staff to ensure the effective provision of services.
6. Be responsible for practising the management culture of East Sussex by offering effective training, regular supervision and encouraging new ideas and praising success.
7. Adjust priorities to balance needs and priorities, on a day-today- basis.
8. Contribute to the development of Departmental policies and procedures in order to maintain and improve the quality of service.
9. Administer the Complaints Procedure within Departmental guidelines including Stage 2 complaints investigations to establish what remedial action if any is necessary.
10. Undertake continuous service improvement, utilising Best Value principles.
11. Brief DMT on problems needing resolution and highlight service achievements.
12. Where appropriate undertake the role of NVQ Assessor or Internal verifier as required to ensure that targets for NVQ qualifications are achieved.
13. To provide management support to Departmental out of hours services and where appropriate, participate with others on a rota.
14. Assist as required in implementing the Department’s Emergency Plan in the event of a major incident, which will include responding and providing a home telephone number.
15. Take overall responsibility including planning and monitoring for the Health and Safety requirements of staff in accordance with statute, County Council and departmental policies and procedures, particularly to ensure that staff are appropriately trained and competent.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# JOB TITLE: Operations Manager

# GRADE: LMG 3

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| * Ability to identify local service needs and directing resources appropriately. * Ability to monitor the quality of local service provision. * Ability to translate local and national policy into practice. * Ability to contribute to and implementing new service initiatives. * Interagency/partnership working skills. * Budget management and effective leadership skills. * Political awareness. * Effective verbal and written communication skills. * Ability to produce clear and concise reports. * Negotiation and influencing skills/presentation skills. * Practical problem-solving skills. * Diplomacy skills. * Staff supervision and management, team motivation and team building. * Chairing meetings. * Evidence of effective planning for change. * Adjusting priorities to balance personal and team needs on a day-to-day basis. |

# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * Relevant professional Social Work Qualification. * Management Qualification NVQ Level 4 or a commitment to gain an equivalent qualification. * Social Work England registered. |

# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| * Statutory responsibilities and Departmental policies and procedures. * Relevant legislation and case law. * Child protection procedures and childcare planning. * Corporate functions and working arrangements within the Children’s Services Department. |

# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Significant Statutory Children’s Social Care managerial experience. * Significant experience of working with children in the past five years. * Strategic service planning. * Local budgetary control. * Management of change. |

# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * Ability to work constructively with colleagues, both internal and external. * Innovative, decisive, change orientated, self-motivated, team worker. * Ability to makes decisions when dealing with constant and conflicting demands on time. * Ability to meet the travelling requirements of the post |

**Date (drawn up): Modified March 2021**

**Name of Officer(s) drawing up person specifications: Nicola McGeown**

**Job Evaluation Reference:**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | No |
| Occupational Driving | Yes |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |