# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Operations Manager

# Department: Adult Social Care and Public Health

# Grade: [Local Managerial Grade 3](https://www.eastsussex.gov.uk/jobs/working-here/pay/local-managerial-grades)

# Responsible to: Head of Service

# Purpose of the Role:

**Mental Health**

The Operations Manager will take lead responsibility for designated areas of service delivery to provide a high-quality provision for adults within the Mental Health service.

Through management tools such as supervision, service monitoring and reviewing service information the post holder will support and develop their managers and their services.

Working collaboratively as part of the management team the role is responsible for day-to-day provision of the delegated service to achieve continuous service improvement including budget and performance management and quality assurance. The post holder also contributes to the delivery and development of all services within Mental Health and broader ASC delivery, deputising for the Head of Service and representing the service at a variety of internal and external meetings. Working in close partnership with senior managers from ESHT to monitor and review discharge pathways to ensure they are used effectively and efficiently whilst promoting excellent social work practice standards in an NHS setting.

# Key tasks:

1. Responsible for the appropriate delivery of services to people within a designated service area in accordance with statutory requirements, County Council policies, procedures and quality standards.
2. Manage the budgetary performance of a designated service unit within the Departmental scheme of delegation.
3. Manage performance within the context of the Performance Assessment Framework, Performance Indicators and agreed targets.
4. 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 pertaining to personnel related matters e.g. grievance, disciplinary procedures.
5. Recruit and retain appropriately qualified staff to ensure the effective provision of services and co-ordinate the development of staff and their effectiveness through training and regular supervision.
6. Contribute to the development of Departmental policies and procedures in order to maintain and improve the quality of service.
7. Administer the Complaints Procedure within Departmental guidelines including complaints investigations to establish what remedial action if any is necessary.
8. Brief DMT on problems needing resolution and highlight service achievements.
9. Ensure that the Performance Development Scheme is fully implemented throughout the service managed.
10. Achieve the annual performance targets for the designated service unit and personal development targets.
11. To provide management support to Departmental out of hours services and where appropriate, participate with others on a rota
12. To undertake any other such duties as may reasonably fall within the purview of the post, as required by the manager/supervisor, ensuring that all duties undertaken are done so in accordance with departmental policies, practices procedures and standards, including Equal Opportunities/Anti-Discriminatory practice.

Recognising that ESCC is a large organisation with a number of over-arching priorities extending to all areas of our work,  you should be aware of these Council priorities and align strategic decisions with them, proactively seeking appropriate opportunities in your work/service area, and that of others, to contribute, in consultation with your line manager; in particular, but not limited to:

* Net zero emissions targets – reduce the environmental impact of your work, and that of the services you are responsible for.
* Equality, Diversity and Inclusion – proactively contributing to an inclusive and supportive working environment.
* Making the best of our resources - always being aware of what you can do to maximise the use of public monies in the services we both commission and provide, and proactively identifying areas to improve value for money wherever possible.

# PERSON SPECIFICATION

# Essential education and qualifications

1. Relevant Professional Qualification e.g. Social work, Occupational therapy; and/or
2. Relevant Management qualification or willingness to complete Chartered Manager (Level 6) apprenticeship which will be funded by the Council

For more information on apprenticeships and the training available for this position please visit our [apprenticeship page](https://www.eastsussex.gov.uk/jobs/apprenticeships) on our website

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. Identifying local service needs and directing resources appropriately
2. Monitoring the quality of local service provision
3. Translating local and national policy into practice
4. Contributing to and implementing new service initiatives
5. Interagency/partnership working
6. Budget management and effective leadership
7. Interpreting legislation in difficult cases
8. Political awareness
9. Effective verbal and written communication skills
10. Ability to produce clear and concise reports
11. Negotiation and influencing skills/presentation skills
12. Practical problem-solving skills
13. Staff supervision and management, team motivation and team building
14. Chairing meetings
15. Evidence of effective planning for change.
16. Ability to makes decisions when dealing with often constant and conflicting demands on time
17. An ability to work constructively with colleagues, both internal and external
18. Knowledge of statutory responsibilities and Departmental policies and procedures in relation to specific service area
19. Knowledge of relevant legislation e.g. NHS and Community Care Act
20. Knowledge of Safeguarding Vulnerable Adults systems, policies and procedures
21. Knowledge of corporate functions and working arrangements within the Adult Social Care
22. Working knowledge of the Capacity Act (2005) and DoLs.
23. Working knowledge of Delayed transfers of Care.
24. Significant Social Services managerial experience
25. Strategic service planning experience
26. Exeprience of local budgetary control
27. Experience of the management of change
28. A commitment to equal opportunities and anti-discriminatory practice
29. Diplomatic, innovative, decisive, change orientated, self-motivated, team worker

**Mental Health only;**

1. Evidence of practice in Mental health
2. Experience as an AMHP.

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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 | Yes |
| 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 |