# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Operations Manager

# DEPARTMENT: Adult Social Care and Health

# LOCATION: Lewes

# GRADE: [Local Managerial Grade 3](https://new.eastsussex.gov.uk/jobs/benefits/local-managerial-grades)

# RESPONSIBLE TO: Head of Service

# Purpose of the Role:

Responsible for the day-to-day provision of the delegated service to achieve continuous service improvement including budget and performance management and quality assurance. Work 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. Be 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.

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

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| Able to demonstrate a high level of competence in:   * Identifying local service needs and directing resources appropriately * Monitoring the quality of local service provision * Translating local and national policy into practice * Contributing to and implementing new service initiatives * Interagency/partnership working * Budget management and effective leadership * Interpreting legislation in difficult cases * 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 * Staff supervision and management, team motivation and team building * Chairing meetings * Evidence of effective planning for change. * Ability to makes decisions when dealing with often constant and conflicting demands on time * An ability to work constructively with colleagues, both internal and external |

# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * Relevant Professional Qualification e.g. Social work, Occupational therapy; and/or * 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 knowledge

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| These criteria will be assessed at the application and interview stage |
| Able to demonstrate a knowledge of the following areas:   * Statutory responsibilities and Departmental policies and procedures in relation to specific service area * Relevant legislation e.g. NHS and Community Care Act * Safeguarding Vulnerable Adults systems, policies and procedures * Corporate functions and working arrangements within the Adult Social Care * In depth working knowledge of the Capacity Act (2005) and DoLs. * In depth working knowledge of Delayed transfers of Care. |

# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Significant Social Services managerial experience * Strategic service planning * Local budgetary control * The management of change |

# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * A commitment to equal opportunities and anti-discriminatory practice * Diplomatic, innovative, decisive, change orientated, self-motivated, team worker |

**Date (drawn up): Project Pathway Nov 2021**

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

**Job Evaluation Reference: 12479**

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 |