# 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

The Operations Manager will take the lead responsibility for designated areas of service delivery to provide a high-quality provision for adults. 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 delivery of services alongside service development to ensure that services continue to meet client needs and remain compliant. The post holder also contributes to the delivery and development of all services and broader ASC delivery, deputising for the Head of Service and representing the service at a variety of internal and external meetings.

# 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.

# PERSON SPECIFICATION

# Essential education and qualifications

* 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 key skills, abilities, knowledge, experience, values and behaviours

* 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
* Knowledge of statutory responsibilities and Departmental policies and procedures in relation to specific service area
* Knowledge of relevant legislation e.g. NHS and Community Care Act
* Knowledge of Safeguarding Vulnerable Adults systems, policies and procedures
* Knowledge of corporate functions and working arrangements within the Adult Social Care
* Working knowledge of the Capacity Act (2005) and DoLs.
* Working knowledge of Delayed transfers of Care.
* Significant Social Services managerial experience
* Strategic service planning experience
* Exeprience of local budgetary control
* Experience of the management of change
* A commitment to equal opportunities and anti-discriminatory practice
* Diplomatic, innovative, decisive, change orientated, self-motivated, team worker

**Document version control:**

Date created/amended: May 2023

Name of person created/amended document:

Job Evaluation Reference:12471

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 |