

**BRIGHTON & HOVE CITY COUNCIL  
JOB DESCRIPTION**

**Job Title:** Operations Manager

**Reports to:** General Manager

**Department:** Health and Adult Social Care

**Section:** Health and Adult Social Care

**Purpose of the Job**

To lead manage and develop staff through a period of considerable change, to adopt new ways of delivering services and to contribute to the delivery of Personalisation within ASC in order to provide excellent quality services to the residents of Brighton and Hove.

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**Principal Accountabilities**

1. Responsibility for providing effective, responsive service delivery by ensuring that the team is managed on a day to day basis. As an operational manager you will be expected to lead staff groups and to model and instil the principles of leadership throughout the organisation.
2. The overall effective and efficient management of staff in the team including:
  - a) Selection, recruitment, induction and attendance management
  - b) Assignment of work, allocation of resources and overall deployment of staff
  - c) Appraising performance with the aid of staff development reviews and acting in accordance with this to arrange training or other necessary action.
3. To promote a performance management culture and support the planning processes in relation to Adult Social Care (ASC) services. To initiate audits and evaluations of the service to ensure the on-going performance of the service is maintained and improved. To develop and review service improvement plans and ensure areas of improvement are identified, delegated and actioned.
4. To lead on the development, review and revision of ASC services and related policy, procedure and practice and to implement local and national aims and objectives across the social care and health economies.
5. Contribute to the development of the annual business plan setting objectives and targets for ASC within the framework of the Council Plan and Adult Social Care Business Plan, and regularly monitor progress to ensure effective delivery on time and to budget.
6. To promote the principles of Personalisation and Self Directed Support so that they are adopted and embedded within the team. To effectively lead and manage the team through a period of considerable change to ensure they adopt new ways of working and delivering services. To focus upon the principles of personalisation and self-

directed support; developing new services, promoting independence, strengthening safeguarding and managing staff through a period of considerable change.

7. To identify outcomes and objectives for the team in line with performance indicators and regularly monitor and review the progress made towards them, to ensure service delivery timescales and performance and quality targets are met.
8. To manage, control and review all expenditure and income, within team budgets, to take overall responsibility for the management of budgets, ensuring that budget targets are met.
9. To liaise and develop effective working relationships with other City Council services other statutory and voluntary/independent sector services, to develop agreed protocols and procedures that will assist the work of the team.
10. Take decisions in individual cases according to departmental procedures under the scheme of delegation.
11. To ensure that assigned resources, information and data are managed in accordance with current legislation and council policies and procedures and are executed efficiently.
12. To proactively market the services of the team to customers, advising where its services could enhance the authority's front-line service delivery.
13. To develop and adopt quality and best practice principles and procedures applicable to the work of the team, so that they comply with professional and legislative changes/developments.
14. To forge effective and collaborative working partnerships with diverse groups in order to ensure the delivery of services. To work collaboratively with other managers across the service to ensure that the work of the team complies with and supports the departmental and corporate strategy.
15. To work collaboratively with other agencies in the health and social care economy including developing and managing inter-agency teams if appropriate.
16. Ensure that local elected members, emergency services and other tiers of local government are informed of activities affecting Adult Social Care services in their area.
17. To recruit, motivate, coach and develop staff to ensure efficient and effective service delivery and that individual, team and departmental activities and objectives are achieved.
18. To ensure the professional development of staff through the implementation of the annual appraisal system and the provision of appropriate training and development requirements for each member of staff.
19. Demonstrate the commitment and enthusiasm to promote the principal of equality in employment and service delivery in accordance with the City Council's policies.
20. To oversee the Health and Safety requirements ensuring that relevant legislation and policies and procedures are adhered to.
21. As part of a management rota to undertake work outside of normal office hours to ensure service continuity and customer service.

22. To undertake any other such duties as may reasonably be required.

### **Management Development**

To assess and develop your own management/leadership skills in line with the Council's Manager and Leaders Standards on an annual basis to ensure continuous improvement

### **Equalities**

To develop practices within the directorate/division that uphold and develop the principles of the City Council's Inclusive Council Policy.

To work within and actively promote the City Council's Inclusive Council Policy in relation to service delivery and staff management.

### **Health & Safety**

You must be prepared to be responsible for the implementation of, and compliance with, the provisions of legislation relating to the health and safety of such employees and areas of the workplace as fall under your direct control and for complying with legislation relating to such works and contracts as are within your direct responsibility.

### **General**

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

**BRIGHTON & HOVE CITY COUNCIL  
PERSON SPECIFICATION**

**Post Title:** Operations Manager

**Department:** Health and Adult Social Care

**Section:** Adult Social Care

<b>Criteria</b>	<b>Essential Criteria</b>
<b>Job Related Knowledge, Experience &amp; Qualifications</b>	<ul style="list-style-type: none"><li>• Able to demonstrate an in-depth knowledge of relevant legislation i.e. Care Act 2014, Mental Capacity Act 2005, Mental Health Act</li><li>• Experience and knowledge of Adult Social Care and other key agencies in provision of care</li><li>• A proven track record of enacting change in a fast moving and demanding work environment</li><li>• Experience of safeguarding work and managing staff who deal with these cares/alerts</li><li>• Experience of recruitment, training, development and supervision of staff</li><li>• Project management</li><li>• Experience of interpreting and implementing policy</li><li>• Proven experience of performance management</li><li>• Relevant professional qualification of Dip.SW, Dip.OT, Registered Managers Award, or equivalent health profession qualification, Certificate in Management or equivalent.</li></ul>
<b>Skills &amp; Abilities</b>	<p>Excellent verbal and written communication skills: to complete and present reports in an accessible form to a range of forums including committees and board, multi-agency meetings and specific grant applications</p> <ul style="list-style-type: none"><li>• Demonstrable ability to manage a large team through challenging change processes whilst ensuring service delivery standards are upheld</li><li>• Ability to provide effective leadership of a multi-skilled customer services team and to develop and motivate a successful team through a period of change.</li><li>• Ability to deliver high quality services during a time of increasing demand and pressure on resources.</li><li>• Problem solving skills including risk assessment</li><li>• Decision making skills and the ability to decide upon the relevant course of action to implement decisions made</li><li>• Presentation skills; able to capture and hold audience attention to present complex information at an appropriate level.</li><li>• Budget management</li><li>• Negotiation and mediation skills; in representing division</li></ul>

and department in respect of tasks identified in job description and ability to handle demanding customers and demonstrate creative problem solving.

- Ability to develop and implement policy and procedure in line with relevant legislation and best practice.
  - Staff supervision, within the context of line management and project management, performance and quality management.
  - To communicate and provide information appropriately and relevantly to a variety of target audiences
  - Able to analyse and interpret complex data
  - The ability to forge effective and collaborative working partnerships with diverse groups that sometimes have conflicting agendas.
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- Excellent time management and ability too prioritise own workload
  - Ability to use initiative and deal with high risk situations calmly
  - To work responsively, flexibly and be supportive to colleagues
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- Commitment to professional development and be able to identify own training needs.
  - High level of understanding and commitment to delivering the Council's Equal Opportunities policy

**Other  
Requirements**

