

Northumberland County Council  
**JOB DESCRIPTION**

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| <b>Post Title:</b> Service Development Manager   |          | <b>Group –</b> Adult Services and Housing   | <b>Office Use</b>                |
| <b>Grade:</b> 10   |          | <b>Workplace:</b> County Hall Based   | JD Ref: 2729                     |
| <b>Responsible to:</b> Senior Manager (Commissioning)  |          | <b>Date:</b>  | <b>Lead &amp; Man Induction:</b> |
| <p><b>Job Purpose:</b><br/>         To play a key role in needs data analysis, monitoring and planning for commissioned and provided health and social care services.<br/>         To work with the Head of Adult Commissioning and other Senior Managers to effectively key contracts to ensure value for money is achieved.<br/>         To be responsible for the development and implementation of specific services, working with partners to ensure the effective delivery of joint/integrated provision</p>   |          |   |                                  |
| <b>Resources</b>   | Staff    | Provides advice and direction to multiple teams – total 264 care management staff - who may not be under the postholder’s direct control to deliver against service priorities as required.   |                                  |
|  | Finance  | To advise and co-ordinate spend of £80m adult social care budget and £30m CHC budget to meet statutory functions and to ensure that significant revenue savings are achieved. Also to advise and co-ordinate management of any additional grant funding from Government and health as required. |                                  |
|  | Physical | Operates core adult social care systems and other key corporate systems to ensure that customer and service needs are met.  |                                  |
|  | Clients  | Manages functions and programmes that have an impact upon the wellbeing of all Council services, service users, and the public of Northumberland. Ensures compliance with relevant legislation, council policies and procedures.  |                                  |
| <p><b>Duties and key result areas:</b></p> <ul style="list-style-type: none"> <li>● To ensure key business linkages are in place between the commissioning, finance and operational functions.</li> <li>● Produce key commissioning reports which enable senior managers to make strategic decisions and manage resources effectively.</li> <li>● Assist health and social care management staff to interpret and link commissioning information and financial data ensuring that value for money is achieved.</li> <li>● Link activity data, performance indicator outturn information and financial spend ensure that the information is modelled to identify patterns and anomalies.</li> <li>● Utilise the information gathered to improve the quality of existing care management, commissioned and provided services.</li> <li>● To assist Senior Managers and staff to implement best practice and assist the change processes by leading specific commissioning related projects.</li> <li>● To promote and share areas of good / best practice and ensure services are delivered in accordance with Government and Council policy and to assist with the implementation of the legislation.</li> <li>● Work with other health and social care staff to enable change to be implemented.</li> <li>● Assist in the development, implementation, monitoring and evaluation of health and social care commissioning and provider functions.</li> <li>● To develop links and provide support and training to operational staff on commissioning and provider financial matters.</li> <li>● To contribute to the implementation of appropriate monitoring processes and the effective management of relevant health and social care staff.</li> <li>● Assist with the development, implementation, monitoring and evaluation of health and social care commissioning functions.</li> <li>● Manage, supervise and develop identified staff to ensure that the adult care plans are developed and implemented.</li> <li>● Lead on behalf of adult care addressing commissioning issues in operational work areas for example including partnership arrangements with statutory, independent, voluntary and private organisations, Section 28A and Section 31 arrangements, pooled budgets, integrated commissioning, direct payments, grants claims and CHC.</li> <li>● Actively participate in the management of identified staff in adult services.</li> <li>● To assist with the development of partnership working including the development of joint commissioning strategies and partnership plans.</li> <li>● Assist with the identification of external funding opportunities to support service developments.</li> <li>● Consider Group and Council reports and other documents and provide input and advice as required on commissioning and financial issues.</li> <li>● To provide relevant commissioning and finance advice to the Corporate Director Adults, Housing and Community Health Services</li> <li>● To ensure the commissioning services service developments have effective link up with all relevant County Council, CCG and Trust strategic plans, policies and statutory requirements.</li> </ul> |          |   |                                  |

- Contribute to the delivery of a balanced budget seeking and identifying areas for efficiency and improvement and making the most effective use of resources.
- To assist with establishing robust systems for financial control.
- To assist with the provision of timely and accurate advice and information to the County Council, CCG and the Trust in relation to commissioning and finance issues.
- To seek out opportunities and negotiate additional income for the improved delivery of services and service user/patient care.
- Promote the support and development of staff through appraisal, training and development programmes. Deliver key performance indicators within sphere of responsibility ensuring that national/local targets are fully met.
- To co-ordinate the provision of appropriate financial, staffing and client information required to monitor progress against adult services targets.
- To provide project management support for a range of adult care services.
- To continuously promote and review effective partnership arrangements, collaboration and joint working, for the delivery of high quality services, through effective and constructive relationships with colleagues and external contacts.
- To be proactive in the identification of opportunities for 'value for money improvements', income generation, resource usage and to monitor and report on the performance of all assets.
- To review, interpret, explain and enforce statutory and County Council regulations, ensuring appropriate policies and procedures are followed; to be fully accountable for expenditure against allocated budgets, ensure effective spend against established targets and compliance with procurement and financial regulations.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post-holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

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| Transport requirements: | Involves travel to work sites, area offices or training venues throughout the County and further a field on occasion. |
| Working patterns:       | Normal office hours but flexi-hours may apply. Some weekend and evening work may be required                          |
| Working conditions:     | Predominantly office based but with some exposure to working outdoors.  |

Northumberland County Council  
**PERSON SPECIFICATION**

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| <b>Post Title:</b> Service Development Manager  | <b>Group:</b> Adult Services and Housing   | Ref: 2729        |
| <b>Essential</b>  | <b>Desirable</b>   | <b>Assess by</b> |
| <b>Qualifications and Knowledge</b>   |  |                  |
| <p>Relevant public administration qualification or relevant degree or equivalent relevant experience<br/>Recent and relevant management training, additional qualifications and/or evidence of continuing professional development or equivalent experience in health and social care<br/>In-depth knowledge of professional theory, practice and procedures, and contemporary issues in relation to the role<br/>Understands the diverse functions of a large complex public sector organisation, and its cross cutting issues and challenges<br/>Knowledge of current relevant laws, regulations, policies, procedures, trends and developments relevant to the role.<br/>Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessments.<br/>Understanding of relevant legislation and requirements such as corporate manslaughter, health and safety, procurement, equalities and diversity, risk management etc</p>   | <p>Relevant management degree<br/>Evidence of recent and relevant management training<br/>Formal qualifications in project management such as Prince 2 or MSP.</p> |                  |
| <b>Experience</b>   |  |                  |
| <p>Recent significant experience in health and social care commissioning<br/>An evidenced track record of successful management and achievement of objectives in an organisation of comparable scope and complexity<br/>A successful track record of engaging effectively with others at a senior level and building productive partnerships with key partners<br/>Recent experience of managing and monitoring a range of health and social care budgets.<br/>Experience of managing health and social care funding streams, grant processes and budget monitoring preparation processes.<br/>Experience of successful management and a proven track record of contributing to the formulation and delivery of service and team objectives and plans within a large, multi-disciplined organisation.<br/>A demonstrable track record of successfully leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners.<br/>Experience of contributing to change and demonstrable success in improved outcomes for local people.<br/>A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders.<br/>Experience of the formulation and delivery of plans and policies within an organisation of comparable scope and complexity<br/>Experience of resource management within a comparable organisation<br/>Experience of supplier and contract management</p> | <p>Knowledge of local government corporate management systems</p>  |                  |
| <b>Skills and competencies</b>  |  |                  |
| <p>Management and leadership skills are an essential requirement of the postholder<br/>Change management skills and an ability to challenge and to deliver change<br/>Personal effectiveness and judgement, takes the initiative, risk aware and able to work with autonomy</p>   |  |                  |

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| <p>Substantial evidence of and successful track record in effective forward planning and performance management</p> <p>Strong IT skills with the ability to spot and utilise technology effectively to address customer needs</p> <p>Present information and use appropriate communications with different audiences; and effectively disseminate acquired knowledge</p> <p>Excellent written skills</p> <p>Negotiation and influencing skills, able to persuade others to alternative points of view</p> <p>Customer oriented, with well developed networking and partnership skills, able to build relationships with a range of stakeholders including service users and carers</p> <p>Active and effective advocate for the service both within the council and externally</p> <p>Financial and commercial awareness and effective budgeting and financial management skills with strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems</p> <p>Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular.</p> <p>Demonstrable ability to propose, develop and implement effective plans in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions</p> <p>Ability to command respect, trust and confidence of colleagues, Senior Managers and other stakeholders</p> <p>Professionalism, tact and diplomacy in difficult situations</p> <p>Ability to make decisions and allocate resources as appropriate</p>  |  |  |
| <p><b>Motivation</b></p>   |  |  |
| <p>A proactive corporate orientation and a commitment to tackling issues in a non-departmental manner</p> <p>Fully committed to the principles and values underpinning adult care services and integration with health</p> <p>Self-reliant, able to exercise discretion and possessing the ability to manage time effectively.</p> <p>Models and encourages high standards of reliability, honesty, integrity, openness and respect for others</p> <p>Actively helps managers and staff create a positive work culture, in which diverse, individual contributions and perspectives are valued</p> <p>Resilient, proactive, self motivated, and achievement orientated</p> <p>Works with minimal direct supervision</p> <p>Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders and external partners including service users and carers</p> <p><b>Physical, mental and emotional demands</b></p> <p>To be able to meet the physical requirements of the post and be able to work under considerable pressure caused by significant workloads and rigid deadlines</p> <p>To be able to provide strategic and operational leadership during prolonged periods of uncertainty via thorough risk assessment skills and planning</p> <p>In addition to be able to manage the emotional demands of the post that are caused by managing distressing cases involving vulnerable adults who are or have suffered emotional, physical or sexual abuse or who may have died and service users and carers who might display anger and/or frustration</p> <p>Need to maintain general awareness with frequent lengthy periods of enhanced concentration.</p> <p>Some exposure to working outdoors and outside normal office hours as necessary</p> |  |  |
| <p><b>Other</b></p>  |  |  |
| <p>The ability to drive and, as necessary, work unsocial working hours.</p>  |  |  |

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| Ability to meet the transport requirements of the post. |  |  |
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits