

JOB DESCRIPTION

Post Title: Adults Services Lead Manager		Director/Service/Sector: Adult Services		Office Use	
Grade: Band 12		Workplace: Area Based		JE ref: Z276 HRMS ref:	
Responsible to: Senior Manager In-House Provider Services		Date: October 2022	Lead & Man Induction:		
<p>Job Purpose:</p> <p>To provide management of registered and non-registered managers in service area</p> <p>To provide and initiate leadership, management and advice, on all service issues relating to NCC service provision.</p> <p>To lead the development and implementation of any new in-house provision in adult social care</p> <p>To ensure services are prepared for and respond to regulatory inspections and visits.</p> <p>To ensure role works with other services to provide a coherent and coordinated in house placement offer</p> <p>To contribute to corporate plans and initiatives and to formulate Performance & Business-related plans for the Department.</p> <p>To provide effective co-ordination and management in the division, including the setting and achievement of business targets and performance management.</p> <p>To make an effective contribution to the Corporate Management of the Division, Directorate and County Council.</p> <p>To manage resources from across Corporate and Service specific areas in relation to specific/ad-hoc projects in a collaborative manner.</p> <p>To instil a culture of customer care and engagement across the Division.</p>					
Resources	Staff	Manage and lead a team of Professional, Technical, Finance and Administrative support staff and, as necessary Interims and Sub-Contractors providing front line and or back-office services.			
	Finance	Direct overall responsibility for service budgets, monitoring and controlling expenditure against forecasts. Effectively manage service contracts and service level agreements with contractors, clients and community partners.			
	Physical	Direct overall responsibility for the service's corporate assets, including significant bodies of resources.			
	Clients	Leads, develops and oversees corporate and service specific initiatives that have a significant impact upon the wellbeing of service users.			
<p>Duties and key result areas:</p> <ol style="list-style-type: none"> 1. Manage, delegate and direct the human (including sub-contractors), physical and financial resources of the service to effectively achieve corporate and service objectives. 2. Read and understand the operating environment to ensure that services develop, remain viable, responsive and totally customer focused, including the preparation for and response to external inspection. 3. Ensure that services operate effective performance management procedures and that both staff and service development is fully supported through appraisal, training and development. 4. Continuously motivate teams and individuals by providing clear delegation and direction, always maintaining positive relationships with employees. 5. Maintain effective management, communication systems and processes within the service and, in conjunction with senior colleagues, ensure that employees, at all levels, are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies. 6. Continuously promote effective partnership arrangements, for the delivery of high-quality services, through effective and constructive relationships with colleagues and external contacts. 7. To be responsible for the identification of opportunities for 'value for money improvements', in resource usage and to monitor and report on the performance of all assets, including bringing forward rationalisation/expansion proposals as necessary. 8. Ensure that robust mechanisms are continuously developed to establish and monitor the effectiveness of service-related strategies, policies and practices. 9. As an integral member of the Adult social care management team, lead and fully participate in the corporate planning and management processes for the service. 10. Promote ongoing good relations with all other Directorates of the Council with a view to achieving the most effective performance of its functions to achieve a co-ordinated approach to the development and provision of services. 					

11. Ensure effective joint working and planning with all relevant external agencies, so as to maximise the Council's role, function and influence in relation to all aspects of service provision.
12. Actively promote the role of the service and Council in relation to its service activities and policies at local, regional and national level as appropriate.
13. To take responsibility for an agreed service area as directed by the senior manager placements, the head of service and service director and to provide cover for other managers as required.

Work Arrangements

Transport requirements:	Involves extensive travel to work sites, area offices or training venues throughout the County and further afield on occasion.
Working patterns:	Normal office hours but flexi-hours may apply, if cover provided, Stand-by and Call out arrangements may apply.
Working conditions:	Predominantly office based but with some regular exposure to working outdoors.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Adult Services Lead Manager	Director/Service/Sector: Adult Services	Ref: Z276
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>Relevant professional qualification. Thorough understanding of relevant legislation, regulations and professional best practice. Thorough understanding of Health & Safety legislation and the ability to produce concise but accurate risk assessments. Thorough understanding of contemporary issues within registered and non-registered services. Evidence of continuing professional and managerial development.</p>	Relevant management degree	
Experience		
<p>Significant knowledge and experience of safeguarding A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders. Significant managerial experience of working in registered and non-registered services</p>	<p>Experience of a range of strategic management functions. Knowledge of local government corporate management systems.</p>	
Skills and competencies		
<p>Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the staff and fostering a positive organisational culture. Ability to operate effectively within the democratic process and to develop productive working relationships with Council Members that command respect, trust and confidence. Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular. Strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems. Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions. Well-developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others. Customer orientation and core skills. Financial and commercial awareness. Well-developed IT skills and awareness. Excellent interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of, colleagues, Council Members, and other stakeholders.</p>		
Physical, mental and emotional demands		
Motivation		
A corporate orientation and a commitment to tackling issues in a non-departmental manner.		

Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders.		
Other		
The ability to drive and, as necessary, work unsocial working hours.		

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