

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Assistant Manager		<b>Director/Service/Sector</b> RHOP, LD and childrens		<b>Office Use</b>	
<b>Band:</b> 7		<b>Workplace:</b>		JE ref: 110 HRMS ref:	
<b>Responsible to:</b> Unit Manager		<b>Date:</b> May 2010		<b>Manager Level</b>	
<b>Job Purpose:</b> Manage a team or teams of staff providing services to achieve allocated service objectives, where applicable meet the regulatory requirements and assist the manager in their responsibilities.					
<b>Resources</b>		Staff			
		Manage a Team of staff directly delivering services to service users and/or the general public.			
		Financial			
		Responsible for monitoring budgets and achieving financial targets.			
		Physical			
		Shared responsibility for the resources of a team/s, including the maintenance and upkeep of buildings, vehicles, plant and equipment. Overseeing the acquisition and deployment of goods, vehicles, stores, tools and equipment within the team(s). Ensure capture and processing of service data.			
		Clients			
		Assist to develop policies and procedures and oversee the provision of services that directly impact upon the health and well being of service users. Deals with customer care, comments and complaints as they arise.			
<b>Duties and key result areas:</b>					
<ol style="list-style-type: none"> <li>1. Manage the work of a team of staff to ensure an efficient and effective standard of service is provided to the required standard.</li> <li>2. Plan, schedule and allocate work to achieve set quality and performance standards ensuring that staff understand their role.</li> <li>3. Conduct risk assessments and ensure that understand and follow healthy and safe working practices.</li> <li>4. Assist to identify staff development needs, conduct supervisions and appraisals, arrange training and act as coach and mentor as appropriate.</li> <li>5. Deliver specific services taking responsibility for allocated customer groups, activities or transactions as assigned by senior staff from time to time.</li> <li>6. Assist to develop policy, procedures, deliver strategies, promotion and funding initiatives to bring the service's business plans and objectives into effect.</li> <li>7. Undertake investigations, assignments and site, client or case assessments under the direction of senior members of staff and in accordance with service standards.</li> <li>8. Contribute to the maintenance of effective management and communication systems within the service in conjunction with senior colleagues.</li> <li>9. Maintain appropriate work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures.</li> <li>10. Produce management reports and information based upon operational or research data to inform and assist the business planning process.</li> <li>11. Process payments, handle cash, order goods and services, receive goods and process invoices for payment in accordance with financial procedures and regulations.</li> <li>12. Monitor relevant budget headings to ensure effective spend against established targets and compliance with financial regulations.</li> <li>13. Supervise and support client group as required</li> </ol>					
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.					
<b>Work Arrangements</b>					
Physical requirements:		Moving and handling service users in accordance with established procedures.			
Transport requirements:		Able to meet the transport requirements of the post. .			
Working patterns:		Able to meet requirements of service.			
Working conditions:		Out of hour duty arrangements, call outs, On call responsibilities, where required.			

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**PERSON SPECIFICATION**

<b>Post Title:</b> Assistant Manager	<b>Director/Service/Sector:</b>	Ref: 110
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
A good standard of general education demonstrating numeracy and literacy. Knowledge of the main operational, procedural and practical issues relating to the service. An understanding of the key health and safety issues relating to the service. An awareness of current inter/national laws, regulations, policies, procedures, and developments in relevant field. Demonstrates an awareness and commitment to proactive customer care and services. Evidence of ongoing personal development. Knowledge of the relevant client group NVQ level 3 in relevant field	Degree in a relevant subject Studying for a relevant management qualification or post-graduate diploma e.g. MBA, DMS. A related technical qualification. NVQ 4 in management	
<b>Experience</b>		
Recent supervisory/managerial experience in a relevant context and service. Experience in applying a range of relevant supervisory methods, tools and techniques. Experience in working collaboratively with service users and other stakeholders. Experience in engaging effectively with others and building productive partnerships. Experience of working in care sector	Experience in a particular relevant specialist area. Experience in using Microsoft Office and Oracle applications. Experience in project management.	
<b>Skills and competencies</b>		
Effective IT skills and able to use ITC to achieve work objectives. Ability to prepare concise and accurate risk assessments. Prepares written, verbal and other media that are rational, convincing and coherent. Effectively expresses own views using appropriate means depending upon the audience. Numerate and able to prepare business related statistics. Applies a methodical approach to problem solving. Negotiation skills and able to persuade others to an alternative point of view. Remains calm and logical in stressful and difficult situations. A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated. Able to apply own initiative to overcome day-to-day operational problems.	Skilled in the use of Microsoft Office. Experience in conducting staff appraisals, supervisions.	
<b>Physical, mental and emotional demands</b>		
Normally works from a seated position but with regular need to walk, bend or carry items. Need to maintain general awareness with ongoing periods of enhanced concentration. Potential contact with public/clients in dispute with the County Council. Able to meet the physical requirements of the post.		
<b>Other</b>		
Able to satisfy ISA and CRB requirements		

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