**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Assistant Operations Manager  |
| **Job Reference** | 16891 |
| **Grade and Salary** | 6 - £39,513 - £45,595 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | Youth Justice Service (YJS) |
| **Location** | West Suffolk House, Western Way, Bury St Edmunds, IP33 3YU *–* Hybrid |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Organisational Context** |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

As a manager in Children and Young People’s Services you will be at the forefront of managing change, leading high quality and effective ways of working and managing staff, resources or projects to achieve the best possible outcomes for children, young people and their families in Suffolk.

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| **Typical responsibilities of a role at this level** |

**Communicating and engaging with children, young people and their families, with colleagues and with communities.**

* Appropriately manage and communicate information to a range of stakeholders; CYP staff, managers, partners and communities.
* Ensure the active participation of children, young people and parents/carers in service planning and delivery as appropriate and use feedback to inform service delivery and staff development.
* Ensure that complaints and representations are managed appropriately within Suffolk County Council’s complaints policy and that early, informal resolutions are sought wherever possible.

**Service Quality and Performance**

* Provide management skills for a specific area of service to shape and develop services to achieve the best possible outcomes for children, young people and their families.
* Lead continuous service improvement within area of responsibility and ensure high quality and consistent services are delivered in compliance with plans for future service development.
* Take responsibility for improving the performance of your area of services and review progress and achievements against strategic priorities.
* Ensure that service planning and delivery takes account of national and locally agreed performance standards and are provided within statutory requirements and within policies and procedures of Suffolk County Council and the Local Safeguarding Children’s Board.

**Reporting and Accurate Recording**

* Take the lead for performance and quality assurance within the area of responsibility.
* Manage quality assurance processes to support high quality service standards and coordinate the completion and review of case audits where appropriate to role.
* Model and ensure high standards of data quality and case recording to improve service delivery, planning for future service developments and better targeting of resources.
* Write reports to management as appropriate to role and to other strategic decision makers where required.

**Effective Practice**

* Where appropriate to role, ensure safe, timely and effective transition of cases between teams and manage demand based on the best interests of children, young people and families.
* Motivate, mentor and support staff to develop high quality practice, embed behaviours and lead effective ways of working within the team using Suffolk Signs of Safety and Wellbeing principles and tools.
* Model effective practice within the team and support research, best practice and innovative ways of working, particularly to support effective early help and prevention within area of the service.
* Coordinate and deliver quality individual and group supervision, effective performance appraisals and team consultation.

**Managing People, Resources and Projects**

* Dynamically manage team, projects or resources to deliver high quality and effective services.
* Motivate staff to commit to successful working practices and understand any changes of policy or practice to achieve the best outcomes for children, young people and families.
* Celebrate best practice of colleagues and encourage colleagues to be proud of success.
* Maintain high quality and effective performance management focusing on the delivery of service performance indicators and individual performance objectives.
* Take responsibility for workforce selection, training, development, recruitment, disciplinary and grievance processes as required by role.
* Manage staff resource within teams effectively and efficiently to support service delivery and high quality professional practice.
* Motivate staff to take part in professional support and development opportunities as appropriate, in compliance with Suffolk County Council’s HR and staff supervision policies.
* Within area of responsibility manage the shift of resources away from expensive and intrusive interventions to deliver better outcomes for children, young people and families.
* Effectively manage budgets and allocated financial resources as required by role to achieve the best possible outcomes for children and young people.
* Ensure that resources are managed in line with Suffolk County Council regulations, policies and procedures and have regard to best value principles and financial restrictions.
* Ensure the safe and efficient use of office accommodation and mobile working facilities of self and team.

**Multi-Agency and Partnership Working**

* Actively build and maintain internal and external relationships with partners, communities and the public.
* To work with a wide range of colleagues from different professional disciplines to achieve a more integrated and responsive service to children and families in Suffolk.
* To proactively take the lead on developing new opportunities for future service delivery and development of joint partnership working within area of responsibility.
* Where appropriate to role, contribute to locality working, enhance networking and development opportunities for your area of work and translate strategy into practice locally.

**Managing Risk and Safeguarding**

* To manage risk and safeguarding concerns as appropriate to role and lead a risk sensible culture in area of work.
* Identify pressures within your area of service and manage associated risks.
* To undertake other tasks allocated by the line manager in keeping with the responsibilities of the grade including:
	+ Working in accordance with the Council’s statutory responsibilities, policies and service procedures. Compliance with equality and diversity policies, procedures and legislation.
	+ Maintaining customer confidentiality in accordance with the Data Protection Act and SCC guidance.
	+ Participating in training and development opportunities, in order to improve personal knowledge, skills and effectiveness.

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| **Autonomy**  |

The manager will:

* Be responsible for managing a specific area of the service or project and any associated budgets and staff.
* Be responsible for decision making within area of responsibility.
* Report to manager for decisions outside of allocated responsibility.
* Take responsibility for managing and responding to safeguarding and risk issues.
* Respond to unanticipated problems and escalate to manager where appropriate.

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| **About the team**  |

The Suffolk Youth Justice Service (SYJS) works with children, young people who are in, or on the edge of the Youth Justice System. The service also works with parents and carers and the victims of youth crime. SYJS is a multi-agency partnership hosted by Suffolk County Council. The aim is to prevent offending by children and young people and protect the public from the harm caused by their offending. At the same time the service works to ensure the safety and wellbeing of these children and young people and to enhance their life aspirations and opportunities. Suffolk Youth Justice Service is working towards becoming a trauma-informed organization. This means that we acknowledge the complexity of trauma and the impact it can have on the children, young people and the families that we work with. As part of this approach, we seek to understand the experiences of our children, young people and their families, as well as the experiences of our own practitioners, and use this understanding to shape our working practices.

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| **What you will be expected to deliver in the role** |

The SYJS Assistant Team Manager post has the following areas of responsibility:

* These posts are responsible for assisting the Operations Manager in the operational delivery of multi-agency teams and/or delivering specialist programmes and projects that address offending by children and young people eg; the Sexually Harmful Behaviour Service.
* The operational multi-agency teams offer a range of services to young people and their carers including structured intervention programmes, based on effective practice principles that aim to prevent offending risk of harm to others and anti-social behaviour
* The operational teams are staffed by a mix of employed and seconded staff from a range of partner agencies
* This includes staff line management responsibility, including seconded staff from partner agencies.
* Lead responsibility for developing and maintaining local links with partners / stakeholders eg; police, probation, courts etc
* Lead responsibility for an area of practice and / or project delivery
* Responsibility for deputising in the absence of the Operations Manager and leading a multi-agency team
* If you do not already hold the Youth Justice Effective Practice Certificate (YJEPC) or the Professional Certificate in Effective Practice (including YJEPC Desistance Top-Up), you will be expected to work towards the YJEPC qualification as part of your employment. This will be fully funded by Suffolk County Council.
* Your normal hours of work will be 37 hours per week. In addition, there will be the occasional requirement for you to work weekends and/or to work outside of your weekday core hours, as and when directed, for which you will receive an additional payment*.*

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Suitable professional qualification at graduate level or equivalent experience in a relevant area of work.
2. Evidence of continuing professional development in a management role.
3. Management Qualification. (Desirable)

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Committed to listening to children and families and to working collaboratively with them to address concerns.
8. Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.

**Specialist knowledge skills and experience**

1. Good understanding of legislation, guidance and national policy framework relevant to role for provision of services.
2. Good understanding of standards required in relation to the assessment and case management in respect of risk and need in children’s services.
3. Understanding of performance and quality standards required in children’s services.
4. Understanding the wide range of professional roles and disciplines that contribute to the protection and wellbeing of children and young people, families and communities.
5. Understanding of the significance of diversity in ensuring equality in service provision to children and families.
6. Good planning skills to ensure milestones and deadlines are met.
7. Knowledge of data protection and information sharing in the workplace.
8. Knowledge of safeguarding practice and procedures.
9. Proven ability to take the lead where required.
10. To represent the area of service at meetings where required.
11. Ability to influence, persuade and encourage staff and colleagues within different contexts.
12. Ability to lead, manage and motivate staff within a complex organisation.
13. Ability to work collaboratively with colleagues from a wide range of professional disciplines.
14. Ability to provide written material through reports and correspondence clearly and coherently and standards of literacy to understand and critically analyse complex written material.
15. Ability to elicit, evaluate and take account of a wide range of views including those of children and young people.
16. Negotiation, innovation and creativity.
17. Ability to effectively chair meetings.
18. Ability to work under pressure.
19. Standards of numeracy that enable understanding and effective management of financial resources and to work with statistical information.
20. Ability to solve complex problems, working cooperatively with other relevant staff.
21. Substantial experience in relevant services as appropriate to role.
22. Experience of working with relevant service providers and professionals across a range of services and organisations.
23. Ability to adopt a collaborative approach through effective partnership working.
24. Experience of supervising staff.
25. Knowledge of Signs of Safety and solution focused approaches in practice. (Desirable)
26. Knowledge of using evidence-based models of intervention. (Desirable)
27. Knowledge of associated agencies and their working practices. (Desirable)
28. Project Management training. (Desirable)
29. Knowledge of safeguarding practice and procedures. (Desirable)
30. Ability to deliver presentations to a range of audiences. (Desirable)
31. Excellent IT skills. (Desirable)
32. Experience of effectively managing staff and budgets. (Desirable)
33. Ability to identify and manage risk and set clear deadlines and priorities. (Desirable)

**Additional requirements**

1. To work in a variety of locations, including rural areas if required by the post.
2. A DBS check will be undertaken for the successful candidate.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

**Infrequent Travel** - On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.