A blue text on a black background

Description automatically generated**A blue and black background

Description automatically generatedA black and white logo

Description automatically generatedJob and Person Profile (JPP)**

|  |  |
| --- | --- |
| **Job details** | |
| **Job title** | Assistant Brokerage Manager |
| **Job Reference** | 18210 |
| **Grade and Salary** | 6 - £39,513 per annum (pro rata for part time)  This role includes performance related pay progression |
| **Service and Team** | Strategic Planning & Resources |
| **Location** | Endeavour House, 8 Russell Road, Ipswich, Suffolk, IP1 2BX – Hybrid |
| **Hours per week** | 37 |
| **Status** | **Fixed Term or secondment to 27/03/2026** |
| 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)* |

|  |
| --- |
| **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.**

|  |
| --- |
| **Main purpose of the job** |

* To provide leadership and professional support to the Brokerage Team staff including supporting weekends and bank holidays on a rota basis
* To be responsible for supporting the Contract and Service Development Managers and the wider Adult Social Care (ASC) management team to develop effective operational teams, reduce demand where appropriate, implement cost savings and deliver improved outcomes for customers.
* To provide formal line management and supervision to the Brokerage Team
* To be personally accountable for a specific identified service area and delivery targets within the broader remit of the team(s) and directorate.
* The focus of the role will be in analysing, diagnosing, designing, planning, implementing and evaluating new ways of working aligning with the ASC Strategic Planning and Resources team, working with the area teams, direct relationship with providers of both Residential/Nursing Care homes and Home Care providers, and supporting corporate and directorate goals and objectives
* The post holder will represent Strategic Planning and Resources in all other areas of the business and with external partners to embed the health and care culture
* To offer the Brokerage Team ongoing coaching, advice, and guidance on both formal and informal basis in relation to staffing issues and frontline practice.
* To contribute towards the development and implementation of key changes as required across both the service and the system e.g. Health Integration.
* To support delivery of a number of projects across the SPAR Team

|  |
| --- |
| **About the team** |

The Brokerage Team’s main function is to source care services for people who have been identified with an eligible need. The team is the contact point for Social Care placement in Suffolk, operating across Adult Social Care. The team liaise with providers and social care staff regularly. The team work effectively to reduce the waiting time for people who need their next intervention of care.

The role of the team is to maximise preventative outcomes, safeguard vulnerable individuals, and support customers by meeting their needs as quickly as possible, in line with relevant directorate operating models (i.e. Supporting Lives, Connecting Communities and Signs of Safety). The role of the team is pivotal to ensure vulnerable people’s care needs are met; by facilitating and supporting front line staff to find providers, produce agreements and report business activity.

**Key Relationships**:

* Head of Service Development and Contract Management
* Contract and Service Development Manager
* Senior Contract and Service Development Officer
* Contract and Service Development Officer
* Project officers
* Social work service managers
* Relevant health teams and colleagues
* Home Care Providers
* Residential and Nursing Care providers
* Home-first managers
* Suffolk County Council (SCC) Business Development
* Clinical Commissioning Groups Informatics team
* Safeguarding Services
* Finance and Performance Managers
* Business Intelligence Teams

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

This section gives examples of the types of activities that are carried out at this level. This list is not exhaustive.

* Manage internal and external customer relationships to ensure effective service delivery including identifying and implementing any service or process improvements.
* Support the Contract and Service Development Manager to ensure that each member of staff has an individual development plan based on the overall Business Plan and completes the activities efficiently and timely to effectively evaluate performance.
* Work closely with Hospital discharge, social work, Homefirst teams to promote timely discharges
* Contribute to reducing the number of delayed transfers of care out of hospital and supporting the health and care system in Suffolk.
* Ensure that the Business Plan and associated activities align with directorate and corporate plans, objectives and goals.
* Enhance Residential Care and Home Care (ASC) information across all platforms and improve customer journeys.
* Analyse relevant data points inclusive of internal and external feedback to shape and inform overall service improvements and drive forward changes across the service.
* Support the relationship between SCC and Care UK to ensure that placements are used to their maximum effect. Develop relationships with allocation leads in social work and provider teams.
* Engage with the team to facilitate activity to challenge the way services are delivered to improve customer satisfaction and increase efficiency.
* Spot potential opportunities for business development and/or where additional services could be developed to meet additional customer needs.
* Develop pilot projects with West Suffolk, Waveney and Ipswich Hospitals to support the emerging Alliance work, expand the partnership nature of the Brokerage team

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.

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

**Qualifications and professional memberships**

1. Good level of education to degree level / NVQ4 Customer Service or equivalent relevant qualification / demonstrable experience
2. Supervisory level Qualification, i.e. Certificate in Management Studies or equivalent relevant qualification / demonstrable experience.

**Values and personal qualities**

1. Ability to motivate teams to achieve superior results to meet or exceed service targets.
2. Ability to use effective coaching or mentoring skills
3. Ability to conduct performance evaluations, provide developmental feedback in a positive and constructive manner
4. Ability to communicate with customers and colleagues in a tactful manner, show empathy and resolve conflict effectively
5. Ability to influence the actions of others and negotiate solutions which are acceptable to all concerned
6. Ability to communicate openly and honestly, willing to share and exchange ideas/information with others
7. Ability to express ideas in a clear, concise and tactful manner
8. Ability to maintain effectiveness during stressful circumstances or in an unfamiliar environment.
9. Ability to adjust behaviour to suite new procedures, systems, or responsibilities.
10. Ability to keep information confidential. Adheres to the policies of the Service Bureau and its values
11. Ability to clarify tasks, plan work in advance, and prioritise work to achieve deadlines.
12. Ability to problem solve, define a problem systematically. Makes sense of information by organising it efficiently.
13. Ability to put document management principles into practice, control inventory and maintain records.
14. Ability to write clear, complete, concise letters or memos in a well-organised and logical manner, requiring minimal or no input or guidance from superiors.
15. Takes the initiative to learn and use knowledge of new and changing operating systems, processes and practices.

**Specialist knowledge skills and experience**

1. Extensive knowledge and experience of a Contact Centre and Service Centre environment.
2. Extensive knowledge of the Care Act 2014 and has an insight to the pathway from assessment to placement for vulnerable people.
3. Extensive knowledge of 21st Century Manager skills framework and have ability to support their team members, enabling them to be agile and successful in a changing and complex environment.
4. Thorough knowledge of office software systems such as Microsoft Office, intranet, internet and email.
5. Insight into the pressures of hospital discharge procedures and escalation measures for health pathways.
6. Experience of monitoring, reviewing and developing procedures /systems in line with strategic and operational priorities.
7. Experience of performance management principles
8. Providing general information, advice and guidance on established internal procedures in relation to finance.
9. Expert knowledge of any national government legislation, regulations or guidelines which may impact service delivery.

**Additional requirements**

1. Ability to travel to different locations across the County

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.

|  |
| --- |
| **Travel requirements** |

You may need to operate across a wide and rural area, so it would be beneficial for you to either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

|  |
| --- |
| **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.

|  |
| --- |
| **Our Customer Commitment** |

A picture containing logo

Description automatically generated

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)

|  |
| --- |
| **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.