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| **Job details** | |
| **Job title** | Operations and Partnerships Manager |
| **Job Reference** | 20494 |
| **Grade and Salary** | 8 - £60,135 - £71,634 per annum (pro rata for part time)  This role includes performance related pay progression |
| **Service and Team** | Adult Social Care, FIAS/Contact and Assessment Services |
| **Location** | Endeavour House, Russell Road, Ipswich, Suffolk, IP1 2BX – Hybrid |
| **Hours per week** | 22.2 |
| **Status** | **Fixed Term or Secondment for 12 months** |
| 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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| **Main purpose of the job** |

This is a key role within the organisation, located within the Adult Social Care (ASC) directorate. The main purpose of this role is to support the Head of Contact and Assessment with the delivery of key transformation programmes in the Front Door services. Support the leadership and progression of change to improve the quality and efficiencies of services, in line with the wider ASC ambitions. System leadership will be a key part of the role, ensuring internal, external and digital offers are joined up and accessible for all our service users.

You will support the Head of Contact and Assessment, working with locality Heads, Area Directors, County Councillors, the Director of Adult Social Care as well as health leaders to deliver the council’s political and strategic agendas and lead specific projects and programmes within the Front Door services; Customer First (CF), the Independence and Wellbeing Service (IWS) and the Financial Inclusion and Advice Service (FIAS). Your work will have a particular focus on adult social care client finance, and you will lead work to transform the provision of financial assessments, personal finance, and direct payments.

Customer First offer robust advice, information, equipment, digital care aids and early support at the earliest point of individuals journey into Adult and Community Services. Taking referrals from the public via live calls, webchats and portal referrals, to triage and process through to other teams where appropriate.

IWS are a centralised social care assessing team, focusing on lower-complexity, risk and preventative approaches. Their work involves, but is not limited to;

* arranging reablement services
* undertaking short-term assessments and maximising non-commissioned opportunities
* mental capacity assessments
* home visits where appropriate
* commissioning services
* reviewing support

FIAS undertake a variety of roles including financial assessments to determine individuals contributions to their cost of care, arranging and monitoring Direct Payments, Macmillan benefits advice and Appointee and Deputyship responsibilities.

You will be expected to promote Suffolk County Council’s vision, objectives, and priorities effectively to staff, our partners, and the public and always inspire others by role modelling our organisational values. You will promote a culture of value for money, outcome-based customer focus and continuous improvement.

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

You will be working as part of the key Front Door services that support the early engagement and interventions for the public with a particular focus on Financial Inclusion and Assessment Services.

Your role will play a leading part in the development and optimisation of our existing and established pathways and processes. Building and maintaining strong partnerships with key stakeholders. Improving workflows and customer journeys within ASC. Utilising technology and development opportunities to manage demand in creative opportunities.

You will lead and deliver change programmes underway in areas of the service, working to increase efficiencies and quality for individuals, and bringing your experience and skills of delivering significant programmes of change within an organisation, to drive these forward, meet key milestones and measurable outcomes.

You will need particular expertise in adult social care client finance legislation, processes and approaches and will act as a subject matter expert in this area.

You will need good IT and digital insight to support our ambitions for strong online/digital tools to support self-assessment, robust information and advice, and online financial processes. You will need to be able to understand how these translate to internal processes and practice, keeping the individual at the core.

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

* The creation of a high-performance culture within the Front Door services. A culture that is flexible, innovative, responsive to changing priorities and empowers people to deliver excellence, best value and continuous improvement for the people of Suffolk.
* A clear focus on customer, families and community needs ensuring preventative and long-term sustainable solutions which enable people to live long and fulfilling lives by maximising their independence.
* Leadership, ensuring effective operations in planning, programme development, human resources, business development, and financial awareness.
* In relation to specific programmes, lead in building trust and developing shared priorities with the Area Directors, partners and stakeholders, including tackling areas of conflict and creating solutions to ensure the delivery of user-focussed, integrated services for vulnerable adults and their families.
* Ensuring controls and governance are in place to deliver outcomes.
* Collaborative, integrated outcome-based service delivery that takes account of national performance standards, statutory and local performance plans and ensures the personalisation of social care services for adults is achieved as outlined in Suffolk’s prevention and early intervention policy “Supporting Lives, Connecting Communities”. Ensuring that all statutory services and operational obligations (e.g. Care Act, Mental Health Act and Mental Capacity Act) are fulfilled and delivered to agreed standards and quality frameworks.
* The monitoring and continuous review of service delivery plans and priorities, to ensure delivery and the escalation of risks as appropriate.
* High standards of staff engagement related to programmes you are leading.
* An environment which supports staff to embrace and role model organisational ASPIRE values.
* A programme management approach to change within your area to ensure all work is system led, affordable, effective and in line with ASC priorities.
* Highlight opportunities for joint delivery and reduction in service cost with the health and care system. Turning agreed ambitions into delivery plans and complying to the controls and governance that are in place to deliver anticipated outcomes.
* Operational rigour to all service delivery ensuring agreed standards relating to quality, safety and compliance are achieved.
* Work effectively with the system transformation team to ensure that all system changes are implemented and embedded.
* Compliance with all information, technology and digital change programmes.
* Adoption of the role of lead change agent for the development of services and resilience in your locality.

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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| **The team** |

You will work closely with the Head of Contact and Assessment and equivalent senior managers in Customer First, Independence and Wellbeing Service and the Financial Inclusion and Advice Service. You will work with these managers as Subject Matter Experts in their area, to support leading and delivering change as required by the Departmental Management Team and Head of Contact and Assessment and will yourself act as the Subject Matter Expert in relation to the Financial Inclusion and Advice Service.

You will work with the Strategy and Change team, to ensure appropriate project management support.

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

**Qualifications and professional memberships**

1. Qualification and/or equivalent relevant experience at a Team Manager/Leadership level
2. Evidence of continued professional development

**Values and personal qualities**

1. A passion for improving the lives of people who access our services
2. Excellent leadership skills with the ability to create a vision and inspire people in working together to deliver against the vision
3. Passion for delivering services with an emphasis on responsibility, community and health relationships, quality, professional growth for staff and growth for the people we support
4. Evidence of harnessing the strengths and talents of team members in order to support them to realise their full potential and achieve area goals
5. Commitment to the safeguarding and wellbeing of service users
6. Resilient under pressure and ability to remain positive when challenged
7. Self-confidence and perspective to facilitate open and honest relationships with the leadership team and staff in order to discuss and remove barriers to the effective delivery of services
8. High levels of achievement as an individual, a team manager and a team player.
9. The role will demonstrate the values of the 21st Century Public Servant and the Council’s [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) values

**Specialist knowledge skills and experience**

1. Evidence of having successfully delivered service improvements or redesign, delivering associated cultural change to embed the improvements whilst achieving savings
2. Robust understanding of the requirements of working within complex legislations as they translate to social care; primarily but not solely, the Care Act 2014 and it’s associated financial regulations, and welfare benefit legislation where it impacts on people using ASC services and ASC budgets.
3. Demonstrable specialist knowledge and understanding of adult social care finance, direct payments, self assessment, and independent support including e-brokerage
4. Evidence of working with customers and partner organisations to encourage growth in self- directed care
5. Ability to implement and/or maintain robust processes that ensure financial audit and accountability at all stagesAbility to engage with a range of partners and stakeholders to ensure the ongoing development of networks that foster personal and organisational credibility
6. A record of successful resource management, budget management, monitoring and control of the performance of human, financial and physical resources in a complex / political organisation
7. Experience of working with partners to ensure effective access to social care assessment and review
8. Understanding or experience of social care practice, legislative requirements and governance
9. Good knowledge and understanding of the major issues facing local government and the specific challenges facing Adult and Community Services
10. Evidence of translating policy into practice
11. Good understanding of all relevant social care specific legislation
12. Ability to manage delegated budgets within the strategic financial allocation efficiently
13. Experience in community and service user engagement
14. Knowledge and understanding of the hospital system with particular knowledge of delayed transfer of care and associated work streams
15. Knowledge and understanding of working with integrated rehabilitation and re-ablement services in house and with partner organisations
16. Experience of system thinking, used to reduce demand and costs whilst creating better systems of work aligned to customer purpose
17. Ability to provide quality information in a range of formats.
18. Ability to analyse research and then learn from results to implement effective change and improve practice

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** |

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://www.careers.suffolk.gov.uk/) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |

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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://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.