**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Operations and Partnerships Manager |
| **Job Reference** | 20937 |
| **Grade and Salary** | 8 - £60,135 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Adult Social Care, West Locality |
| **Location** | West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU – Hybrid |
| **Hours per week** | 37 |
| **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 directorate. The main purpose of this role is to directly manage the area social work, flexible care and support team and hospital to home teams and contribute to the effective leadership of the locality. You will support the Senior management team to deliver good quality services and effective integration between health and social care. This is achieved through collaboration with stakeholders and partners across the system to deliver better outcomes for the people of Suffolk.

You will support the Head of Operations and Partnerships, working with 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.

You will be expected to promote Suffolk County Council’s vision, objectives, and priorities effectively to your 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.

You will be working as part of the West Suffolk Health and Care Alliance.

Your role will play a leading part in the development of our existing and established Discharge to Assess model and the further development of our Integrated Neighbourhood Teams – our locality-based model of operational health and care integration.

The Alliance is made up of statutory health and social care providers and commissioners; representatives from the voluntary and community sector; and representatives from District and Borough Councils. The Alliances aim is to:

* deliver health and care that uses resources more flexibly and effectively
* carry out more preventative work to help people to stay well and more independent for longer
* provide more coordinated, holistic and preventative care
* empower people to play a central role in managing their own health and wellbeing.

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| **About the team**  |

You will manage the Operations and Partnership teams in West Suffolk area, as we progress to the emerging new operating model and locality-based alliances. The area that you work in will be aligned to the clinical commissioning group footprint and you, along with the Senior Management team, will be responsible for the operational service delivery within it. You will directly manage the area and hospital to home social work teams.

You will be responsible for the operational social work delivery in your area.

You will work with local contract and service development teams and managers to understand, develop, and co-design practice that will inform future commissioning models and new ways of working.

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

* The creation of a high-performance culture within the area teams 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 that enable people to live long and fulfilling lives by maximising their independence.
* Leadership of the area teams, ensuring effective operations in planning, programme development, human resources and staff development, business development, and financial oversight.
* Lead the area teams, 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, locality-based services for vulnerable adults and their families.
* Joint working with Children and Young People Services (CYP), Public Health and Health to convert agreed ambitions into delivery plans, 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.
* Delivery of the savings plan within the area teams. Ensure compliance with existing controls and governance to track financial performance.
* High standards of staff engagement for your service area.
* An environment that 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 ACS 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 with the controls and governance that are in place to deliver anticipated outcomes.
* The active and continuous review of local service delivery options, to ensure they meet current and future needs and are the most effective and efficient methods for Suffolk.
* Support the management of overall finances for the service (multi-million pound) and ensure robust budget management is placed throughout the teams with appropriate controls in place to ensure spending profiles are met whilst saving challenges are delivered.
* Provide inspirational leadership to a multidisciplinary team to ensure effective, evidence-based assessment and support, accessible care, and a culture of continuous quality improvement.
* Operational rigour to all service delivery ensuring agreed standards relating to quality, safety and compliance are achieved. This includes appropriate business continuity plans for social work services.
* Effective management of the continuing health care process and resources.
* 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 a 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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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Degree and/or equivalent relevant experience.
2. Evidence of continued professional development.
3. A relevant professional qualification and/or registration in Social Care, Health or other relevant field.

**Values and personal qualities**

1. Share our [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
2. A passion for improving the lives of people who access our services.
3. Excellent leadership skills with the ability to create a vision and inspire people to work together to deliver against the vision.
4. 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.
5. Evidence of harnessing the strengths and talents of team members to support them to realise their full potential and achieve area goals.
6. Commitment to the safeguarding and wellbeing of service users.
7. Resilient under pressure and ability to remain positive when challenged.
8. 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.
9. High levels of achievement as an individual, a team manager and a team player.

**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. Evidence of working with customers and partner organisations to encourage growth in self-directed care including direct payments, self-assessment and independent support brokerage.
3. Ability to engage with a range of partners and stakeholders to ensure the ongoing development of networks that foster personal and organisational credibility.
4. 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.
5. Experience working with partners to ensure effective access to social care assessment and review.
6. Experience in social work practice and assessment at a senior level.
7. Good knowledge and understanding of the major issues facing local government and the specific challenges facing Adult Social Care.
8. Evidence of translating policy into practice.
9. Good understanding of all relevant social care-specific legislation.
10. Ability to manage delegated budgets within the strategic financial allocation efficiently.
11. Experience in community and service user engagement.
12. Knowledge and understanding of the hospital system with particular knowledge of delayed transfer of care and associated work streams.
13. Knowledge and understanding of working with integrated rehabilitation and re-ablement services in-house and with partner organisations.
14. Experience in system thinking, used to reduce demand and costs whilst creating better systems of work aligned to customer purpose.
15. Ability to provide quality information in a range of formats.
16. 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://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.