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Job and Person Profile

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| **Job title** | Operations and Partnerships Manager |
| **Job Reference** | 8941 |
| **Grade and Salary** | 8 – £54,726 - £65,191 per annum (pro rata if part time)  This role includes performance related pay progression |
| **Directorate** | Adult and Community Services (ACS) |
| **Service area** | Customer First/Contact and Assessment Services |
| **Location** | Beacon House, Ipswich, Suffolk, IP1 5PB |
| **Hours per week** | 37 |
| **Status** | **Fixed/Secondment – 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)*   Please speak with the contact on the advert to discuss your preferences and learn more about the options that can be offered. |

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| **Main purpose of the job** |

This is a key role within the organisation, located within the Adult and Community Services (ACS) 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 ACS 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).

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 advise 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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| **About 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.

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

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| **Specific requirements for the job** |

You will be working as part of the key Front Door services that support the early engagement and interventions for the public.

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 ACS. 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. 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 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 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 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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| **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. Demonstrates personal values and behaviours aligned to our corporate [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) values.
2. Passionate about making a positive difference for Suffolk.
3. Excellent leadership skills with the ability to create a vision and inspire people in working 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 in order 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.
10. The role will demonstrate the values of the 21st Century Public Servant.

**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 of working with partners to ensure effective access to social care assessment and review.
6. Experience of 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 and Community Services.
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 of 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.

**Travel requirements**

We positively encourage the use of technology to communicate and engage, but in this role, you will need to travel, so you must 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.



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.

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| **W** | **Wellbeing** – Looking after yourself and each other #oneteam |
| **E** | **Equality** – Respecting, valuing, embracing, and celebrating everyone’s unique differences |
| **A** | **Achieve** – We are the best we can be |
| **S** | **Support** – We work as one team |
| **P** | **Pride** – We are passionate about making a positive difference to the people and place of Suffolk |
| **I** | **Innovate** – We believe that every penny counts and every minute matters |
| **R** | **Respect** – We give and earn respect |
| **E** | **Empower** – We empower, encourage, and motivate |

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

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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.

The commitment applies to all roles in the council. We all have customers, whether they are internal or external, and we all have a responsibility for striving to consistently deliver excellent customer service.

Importantly, the commitment also covers our expectations of customers when they contact us and access our services.

**[Click here to view our Customer Commitment.](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)**

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| **Guaranteed Interview Schemes** | If you are a care leaver or have a recognised disability, please tell us on your application form and we offer a guaranteed interview for those who meet the essential criteria from the role. |
| **Reasonable Adjustments** | If you have a disability or long-term illness that may prevent you from meeting any of the essential criteria, please contact us to discuss whether a reasonable adjustment can be made.  **Tel: 03456 053 000 Email:** [**recruitment@suffolk.gov.uk**](mailto:recruitment@suffolk.gov.uk) |
| **Parental Leave** | We are happy for you to apply if you are pregnant, on maternity leave, or another kind of long-term parental leave.  If you are the best person, we will wait for you and appoint someone else on a temporary basis if needed. |

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| 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. |