**Job Description**

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| Job Title: Head of Assurance and Transformation for Adults, Health and Commissioning |
| POSCODE: CCC2760 |
| Grade: P5 |

**Overall purpose of the job**

This role will lead on the preparation and management CQC assurance inspection processes, which will include identifying areas for improvement, and implement necessary changes to enhance the efficiency and effectiveness of our services. They will be responsible for ensuring compliance with CQC framework by establishing an ongoing assurance framework across Adults, Health and Commissioning; ensuring an inspection ready approach is embedded.

They will drive continuous improvement by delivering transformation programmes to meet the changing needs of Adults, Health and Commissioning, and contribute to the overall success of the local authority.

**Main accountabilities**

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

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| --- | --- |
|  | **Main accountabilities** |
|  | Inspection Excellence:   * Lead and coordinate the preparation and response to CQC Assurance across Adults, Health and Commissioning * Create a strong and inclusive engagement plan, to ensure buy in and ownership from the Adults, Health, and Commissioning workforce, along with the wider corporate leadership * Collaborate with regulatory bodies, stakeholders, and expert practitioners to ensure adherence to regulatory standards and promote best practices. * Provide guidance and support to teams, ensuring the consistent collection of accurate and meaningful data to inform Cambridgeshire’s Assurance framework. * Develop and implement comprehensive inspection readiness strategies to assess the quality of services and identify areas requiring improvement. * Working collaboratively with corporate colleagues, develop a strong communication and engagement plan, to ensure wider understanding of the assurance model, our story for Cambridgeshire, and a clear understanding of successes and areas for improvement. |
|  | Transformational Improvement:   * Lead the formulation and execution of improvement strategies based on inspection outcomes, integrating person centred approached and evidence-based practice, ensuring they align with Cambridgeshire’s Strategic Ambitions. * Collaborate to create action plans, allocate resources, and drive transformative change that optimizes service quality and outcomes. * Monitor and track the progress of transformation projects, providing guidance and support to ensure successful implementation. |
|  | Strategic Leadership:   * Contribute to a clear and compelling strategic vision for assurance and transformation within Adults, Health and Commissioning aligning with Cambridgeshire’s Strategic Ambitions. * Collaborate closely with senior leadership to integrate assurance findings and transformation strategies into the broader strategic planning framework. * Develop strong networks with regional colleagues, to share good practice and broaden learning opportunities. |
|  | Data Analysis and Innovation:   * Utilize advanced data analysis techniques to derive insights from assurance framework findings and identify trends that inform targeted transformation initiatives. * Foster a culture of innovation, encouraging the development and implementation of cutting-edge approaches to enhance service delivery and user experiences. * Promote and develop co-production opportunities with those people who draw on services and those with lived experience, to help inform and shape our service offer. |
|  | Stakeholder Engagement:   * Build and nurture strong relationships with internal teams, external partners, service users, and their families to ensure their voices are heard and incorporated into transformation initiatives. * Engage with advocacy groups and community organisations to promote a coproduced approach to Adults, Health and Commissioning assurance and transformation. |
|  | Capacity Building and Leadership Development:   * Mentor and inspire team members, promoting professional growth and cultivating a culture of excellence and continuous learning. |
|  | Performance Measurement and Accountability:   * Establish robust performance metrics and benchmarks to evaluate the impact of transformation initiatives, adapting strategies as required to achieve desired outcomes. * Report progress to senior leadership and political leadership, demonstrating accountability and transparency. * Prepare reports both written and verbal, to provide assurance on the quality of our work and any actions to improve the services Adults, Health and Commissioning offered. |
| 8. | Demonstrate an awareness and understanding of equality, diversity and inclusion. |

**Safeguarding commitment**

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| --- | --- | --- |
| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| Advanced degree in a relevant field. | Such as Social Work, Healthcare Management, Public Administration, or a related discipline. | Essential |
| Professional affiliation with relevant industry bodies and a commitment to staying abreast of emerging trends and best practices. | Such as Social Work England, APM, CMI etc. | Desirable |

Minimum levels of knowledge, skills and experience required for this job

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| --- | --- | --- |
| Identify | Describe | Essential/Desirable |
| **Knowledge** |  |  |
| Deep understanding of the UK regulatory landscape for Adult Social Care, Health and Commissioning services and a proven track record of ensuring compliance while driving transformation. |  | Essential |
| Strong understanding of relevant regulations, guidelines, and standards within the UK local government context. |  | Desirable |
| Project Management | Experience of successfully managing projects, from design through to delivery | Desirable |
| **Skills** |  |  |
| Strong analytical skills and the ability to translate data insights into actionable strategies. |  | Essential |
| Effective project management skills, including the ability to plan, execute, and monitor transformation initiatives. |  | Essential |
| Exceptional communication, negotiation, and influencing skills, capable of engaging with a diverse range of stakeholders. |  | Essential |
| Visionary leadership style, with the ability to inspire and motivate teams toward achieving ambitious goals. |  | Desirable |
| **Experience** | Give an idea of the type and level of experience required **do not** specify years of experience. |  |
| Proven experience in leading inspections, audits, or quality assurance processes, preferably within a local authority or similar setting. |  | Essential |
| Previous experience in managing large-scale improvement projects and leading cultural change within complex organizations. |  | Essential |
| Substantial experience in senior management roles within Adult Social Care, ideally in areas related to inspection, quality assurance, or service improvement. |  | Essential |
| Demonstrated leadership abilities, including the capacity to inspire and guide teams toward achieving common goals. |  | Desirable |
| Previous experience in change management and process improvement |  | Desirable |
| Equality, Diversity and Inclusion (applies to all roles. | Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role. | |
| **Safeguarding** *(include for roles working with children/vulnerable adults)* | Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults. | |

**Disclosure level**

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| --- | --- | --- |
| What disclosure level is required for this post? | None | Standard X |
| Enhanced | Enhanced with barred list checks |

**Work type**

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| --- | --- | --- | --- | --- | --- |
| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed | Hybrid  X | Field | Remote | Mobile |

**Job description questionnaire**

Page 1 and 2 of this document will form the job description and person specification for the post.

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| --- | --- | --- | --- |
| **Job title:** | Head of Assurance and Transformation for Adults, Health and Commissioning | **POSCODE**  *(Needed for re-evaluations)* |  |
| **Reports to (job title):** | **Executive Director for Adults, Health and Commissioning** | **Directorate/Service:** | **Adults, Health and Commissioning** |
| **Presenting Manager:** |  | **Date of evaluation:** |  |
| **Supporting**  **HR contact person:** |  | **New Post** | **Yes** |
| **Re-evaluation:** | **No** |

**Job context**

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed.

**The government announced a series of sweeping changes to adult social care to be implemented over the next 3 years – known as adult social care reform. As part of this, they also announced that CQC would begin an inspection framework of local authority’s arrangements for adult social care including wider integrations with health and commissioning.**

**This post will lead Cambridgeshire’s response to both adult social care reform and to the requirements of the CQC inspection framework by establishing and delivering ongoing assurance and leading the response to the changes required. Due to the breadth of the inspection framework, this post needs to sit across the whole of the adults, health and commissioning directorate rather than within a specific service.**

**Organisation chart (include grades)**

Please provide an organisation chart which includes the manager of the post, its peers and direct reports.

A diagram of a company

Description automatically generated

Head of Assurance and Transformation

**Change of accountabilities (for re-evaluations only)**

What are the major changes to the role?

These should clearly show the reason for this re-evaluation i.e. the:

* changes to the accountabilities
* changes to the essential qualifications, knowledge, skills and experience; or
* changes to the team structure

**Communication and influencing**

|  |  |
| --- | --- |
| **Contact** | **Nature of interpersonal skills used** |
| **Internal** |  |
| Senior Leadership with Adults, Health and Commissioning | Persuade, negotiate and engage to establish support for the transformation and assurance work |
| Senior Leaders and Members across wider CCC | Brief regarding engagement and potential issues raised, maintain good working relationships |
| Operational staff within Adults, Health and Commissioning | Motivate and influence to deliver the required improvements/transformations and engage in the assurance process |
| **External** |  |
| Senior leaders in health partner organisations | Persuade, negotiate and engage to establish support for the transformation and assurance work |
| Voluntary and community sector | Build good working relationships to support engagement in the assurance and transformation process |
| Member of the public and service users | Engage with empathy to understand needs and concerns |
| Providers and advocacy groups | Build good working relationships to support engagement in the assurance and transformation process |
| District Council colleagues | Motivate and influence to deliver the required improvements/transformations and engage in the assurance process |
| CQC | Proactive engagement to understand assurance requirements |

**Supervision and work planning**

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

Multi annual – the post holder will be overall responsible for ensuring that CCC is able to respond to the requirements of adult social care reform including the assurance requirement. They will need to forward plan across multiple years to design a programme of work for this.

What level of supervision is this post subject to?

The post holder will report directly in to the Executive Director of Adults, Health and Commissioning who will line manage them. However the expectation will be that they will operate independently and escalate/seek guidance only in exceptional circumstances.

What type of priorities is the post holder able to set themselves?

The post holder will have overall control of the assurance and transformation portfolio, subject to governance arrangements and negotiation with the wider Adults, Health and Commissioning management team.

What kind of systems, procedures or ‘rules’ are set around the job?

The role is in response to a set of new requirements so it is for the post holder to establish the parameters of the job. The role will need to engage across CCC, district council and health partners as the requirements of reform and the assurance framework are broader than just CCC. There are no systems, procedures or ‘rules’ set in place for this role in the partnership space either beyond the standard governance arrangements.

**Problems encountered**

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

The post holder has already established an assurance framework and identifies an area of the organisation where there are serious concerns.

The post holder should assess the risk of those serious concerns, drawing in other expertise if necessary – e.g. safeguarding/compliance/practice/financial

If they consider it appropriate, they should brief senior leaders and members to be aware that these concerns have been identified and outline a plan to address the concerns.

The postholder should engage with other leaders to develop and deliver a plan to address the immediate concerns, prevent them arising again and monitor to ensure that remains the case.

The postholder should hold the risk of reoccurrence and review at an appropriate time period to ensure that the concerns have been addressed.

The government publishes updated guidance for the adult social care reforms which changes the requirements placed on local authorities.

The post holder should understand the changes in requirements and identify specifically what the implications are for CCC. They may reach out to other LAs, central gov, CQC etc. to seek additional perspectives to inform this.

If the change in requirements is significant or of public interest, the post holder will ensure that senior leaders/members are briefed on the requirements, the implications for Cambridgeshire and the plans to address the change to ensure that they are able to respond if necessary.

The post holder will develop a plan to respond to the changes in requirements and will deliver and monitor this as part of the overall programme of assurance and transformation work.

At what point does the post holder escalate a problem to a more senior employee?

The post holder should always have a view on how to address a problem but will escalate problems and seek guidance where the problem has particularly broad or visible implications that may need a full council response or position.

**Decision making**

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| Does the post holder makes a decision based on | a set process to resolve the problem |
| a solution based on their past experience |
| seek more information to determine the extent of the problem |
| X use creative thinking to develop new concepts |

Please give an example to illustrate the approach to decision making specified above.

As outlined in the problems above, the postholder will use their experience to identify implications of problems that may arise or decisions that are required. However, these reforms and assurance work are new to the sector so there will be many occasions where the post holder will need to use their judgement, informed by their experience, to identify the best course of action. They will then need to monitor the response and potentially change their approach/response based on the outcome of the initial response.

**Freedom to act**

Please give two examples of areas that the post holder has discretion over.

The postholder will take all strategic and operational decisions relating to the preparation for CQC assurance with reference to others on Adults, Health and Commissioning Leadership Team as appropriate.

The postholder will have discretion to deliver transformation programmes to meet the changing needs of Adults, Health and Commissioning.

**Impact**

Financial impacts of the role

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| --- | --- | --- |
| Financial measure (e.g. income, expenditure, capital budget) | Amount (£) | Role (Direct control, joint control, advisory/influencing role) |
| Grant funding to deliver transformation to support adult reforms | £2.8m | Post holder will be taking the lead on delivering transformation in AHC so will have a large amount of influence over the use of these funds but may not have budget manager responsibility. |
| Adults, Health and Commissioning budge | £215m | Post holder will have an advisory/influencing role on transformation and assurance across all AHC services which will have an impact on budgets. |
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Statistical Information

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| Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with is 50 or 50,000 payslips.  The existing version of the CQC assurance framework indicates the breadth of stakeholders that the post holder will have to either directly engage or ensure are engaged. These include:   * People with care and support needs and their support networks * Carers * ASC provider workforce * Adults, Health and Commissioning workforce * Members * VCS groups * Care providers * Health partners * Allied health professionals * Housing teams * ICS leaders * Hospital discharge and intermediate care teams * Children’s service leads * Safeguarding Adults Board * Domestic Abuse support services * Coroners * Independent Mental Capacity Advocates * Healthwatch |

**Physical effort and/or strain**

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

Not applicable

**Working environment**

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?

No

**Declarations**

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| **All roles – Manager** |
| JDQ completed by:  By submitting this JDQ to panel I confirm that the relevant Director/Assistant Director has given consent for this post to be evaluated/re-evaluated.  Signed: Date:  Print name: |

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| **Re-evaluations only – Current Post Holder** |
| Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.  Signed: Date:  Print name: |

HR Advisory - Prior to submitting the job to panel please provide the Hay Lines of this posts Line Manager and Direct Reports.

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| --- | --- | --- | --- | --- |
| **Job title** | **Hay Line** | | | **Score** |
| **Know How** | **Problem Solving** | **Accountability** |
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HR Advisory - Advice given to the manager

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| Use this section to record any relevant background information and advice that you have given to the manager. |