

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Service Manager

Adult Social Care, People Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To direct, monitor and co-ordinate the work within a designated portfolio or area to provide the required services which promote the health and wellbeing of vulnerable adults in Northamptonshire. To provide the professional lead in area in which they manage.

To develop an operational delivery plan for the portfolio or area, set targets and manage performance in order that services are continuously improved and Council objectives are met.

To ensure that budgets and other resources are used in accordance with the Council's priorities and financial regulations, and that expenditure is accurately monitored and reported, and does not exceed budget.

Adult Services provides adult social care in West Northants, working alongside the NHS to keep people's lives as independent, and healthy as possible. Services provided by adult social care support vulnerable adults in West Northants who are eligible for support from Adult Social Care or who are at risk of harm or abuse.

The area of Social Work and Assessment Services covers services to older people and adults with physical or learning disabilities, those with mental health problems and Autistic people. It works with people and their carers to promote independence, assess what support they need and are entitled to in order to live independent lives; supports people to arrange services to meet their needs; ensures the services people need are available by planning and developing the right range of services of a good quality with independent providers, voluntary organisations, health and housing; arranges a range of care services directly, known as locality commissioning.

There are a number of statutory and government led initiatives that impact on the service area such as the Care Act 2014 and the Mental Capacity Act 2005.

Accountable to:

This role is accountable to the Assistant Director for Adult Services, part of the People Services Directorate in West Northamptonshire Council.

The Service Managers will manage and lead a number of teams in a locality or specialist area. Each team will comprise of a Team Manager, Principal Care Managers/Social Worker, Social Workers, Senior Assessment and Enablement Workers, Assessment and Enablement Workers and other specialist roles.

Responsibilities:

1. To manage a group of service areas/teams, developing a service plan for the Portfolio or area, and leading the production of team and service plans, in accordance with Council objectives. Systematically reviewing progress against these plans to ensure a consistently high standard of service which is in accordance with Council objectives.
2. To manage, allocate and monitor budgets and contracts with providers in accordance with the Council Constitution, financial regulations and relevant codes of practice.

3. To take a lead role in developing effective partnership arrangements with all other statutory, independent, and voluntary sector partners exploring and developing opportunities for the integration of services.
4. To ensure the agreed safeguarding adults arrangements are working effectively to all adults in vulnerable situations and that staff receive appropriate training, support and guidance.
5. To recruit, select, lead and motivate staff, appraise their work and ensure the preparation of staff development plans and workforce plans that will contribute to achieving a high standard of performance.
6. To lead on projects and ensure that project management principles are adhered to and adopted.
7. To introduce and sustain a performance culture in the post holder's area of responsibility, taking account of national and local requirements and taking specific responsibility for quality assurance and performance targets for agreed indicators.
8. To ensure the values of outcome focussed/strength-based ethos are embedded within service areas, and take a lead role in ensuring that views of people, carers and representatives of minority communities are represented in service planning and service delivery activity.
9. To demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.
10. To ensure that access to services is promoted through the preparation and maintenance of information about services available, eligibility criteria, referral and assessment processes.
11. To ensure that legislative frameworks are adhered to and policies are kept up to date with changes and national initiatives are implemented.
12. To participate in the Senior management on call arrangements to ensure management support is provide out of hours.
13. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
14. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
15. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Workload management and leadership with other professionals and ensure their access to professional supervision.	Essential	A, I, P
Ability to forward plan and allocate workloads and manage own.	Essential	A, I, P
Excellent problem solving and organisation skills.	Essential	A, I, P
Clear and articulate in both written and oral presentation.	Essential	A, I, P
Good leadership and interpersonal skills sufficient to motivate and lead a team.	Essential	A, I, P
Able to proactively monitor budgetary spend and implement appropriate action to ensure budgets are maintained within target.	Essential	A, I, P
Able to work under pressure and to consistently work to achieve deadlines	Essential	A, I, P
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A,I

Knowledge:	Essential / Desirable	Measured by
An excellent understanding of performance indicators and their impact on service delivery. Experience of managing activity to meet performance targets set.	Essential	A, I, P
Demonstrate a sound understanding of the issues in providing appropriate services to customers and carers.	Essential	A, I, P
A sound understanding of assessment and resource allocation processes and how they meet statutory requirements.	Essential	A, I, P
Good understanding and experience of using electronic data systems.	Essential	A, I, P
Understanding of corporate aims and commitment and enthusiasm to promote these to others.	Essential	A, I, P
Detailed knowledge of the legislation that underpins the delivery of relevant adult social care services and the wider public sector	Essential	A, I, P
Demonstrate an understanding of the safe working practices that apply to this role.	Essential	A, I, P

Relevant experience:	Essential / Desirable	Measured by
Broad management experience over a range of professional roles with significant experience in managing functions in a number of specialisms. For example, Older people, Adults with disabilities	Essential	A, I, D

Experience in developing a business strategy and implementing innovative operational plans to meet the vision and build the new teams	Essential	A, I, D
Achievement and maintenance of financial information including achieving balance	Essential	A, I, D
Experience in providing professional supervision to own profession and develop team and individual plans.	Essential	A, I, D
Experience in strong working relationships with partners and stakeholders including district and borough councils, libraries staff, general practises and so on	Essential	A, I, D
Experience of managing activity to meet performance targets set.	Essential	A, I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Either a professional qualification in Social Care or Health (Dip.SW, RMN, OT, Psychology) or a relevant management qualification (MBA, DMS)	Essential	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include

Enhanced Disclosure and Barring Service check

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	Angel Square
Job family band:	CW 11	Worker type:	Part-flexible
Salary range:	£62,010 – £68,113	Budget responsibility:	c. £60million
People management responsibility:	Line Management of Team Managers		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home and other locations in the community).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

