Job Description

Job Title: Quality Assurance and Operations Manager (In-House Provider Services)-

South Accomodation & Day Services,. North Accommodation Services, Community Services (Registered Managers), North Day Services & Supported Employment

POSCODE:

Grade: P3

Overall purpose of the job

Lead the In House Provider Services in the designated area including Respite, Residential, Supported Living, Day Services, Supported Employment, Shared Lives, CambridgeshireOutreach or Cambridgeshire PROACT SCIPr UK®. Ensure the services meet the Health & Social Care Act 2018 (Regulated Activities) Regulations 2014, CQC assessment framework requirements and East of England Service Outcomes and Standards of Care for Community based services

Lead the quality assurance processes to ensure the services meet standards and regulations as required by CQC, contract monitoring, service level agreements policies, guideline and legislation.

Collaborate with others to contribute to proposals, for the continuous development, to ensure that the services meet the strategic framework, Cambridgeshire vision, CCC ambitions and CCC policies

Main accountabilities

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1.	**Service Delivery** Lead a group of provider services across In-House Provider Services, acting as Registered Manager across your service area for CQC registered services , being the lead professional and providing advice, guidance and line management to managers of the services. Ensure that consistent quality and advice is provided to staff team, users, customers and partners, in order that they receive timely, cost-effective services and support. Provide advice and support to the Head of Provider Services on service management. Collaborate and co-ordinate with others to ensure that services are delivered in a manner which meets the Council's Vision for a more caring Cambridgeshire and meets corporate ambitions of reducing health inequalities and people enjoy healthy safe and independent lives. Provide leadership to the managers of services to ensure they are transparent and equitable, learn from mistakes and consult with people who use services and their families, carers professionals, staff and others to improve and develop the services. Develop effective partnerships and communication with internal and external partners to support and contribute to the continual development and quality assurance of the services. Being accountable for collecting, organising, analysising management information and data to support evidence based reports and decisions on service delivery. **For Community Services Only**-Provide management and oversight of the PROACT SCIPR UK ® centre ensuring delivery of training opportunities, advise and guidance for staff in both internal services and for contracted partners in the PROACT SCIPR UK ® approach.

2.	**Quality Assurance & Compliance** Lead the development of quality assurance processes to ensure the services meet standards as set out by 'East of England Service Outcomes and Standards of Care for Community based services' and CQC regulations. Undertake reviews so that services are improved in line with the standards, agreed needs, budgets, policies and legislation. Develop and deliver on action plans to track service developments and improvements. Lead on the delivery of consistant approaches and service delivery but also recognising and reflecting the individual service needs impacted by local community priorities and individual service user needs. Manage and maintain systems to ensure the consistent and appropriate quality of service and support, including practice, governance and compliance with the requirements of the CCC contract monitoring, professional standards, CQC regulations, relevant legislation and the council's regulations. To be responsible for ensuring the services countywide are following current best practice by ensuring that policies, processes, equipment and knowledge are improved by drawing from best practice nationally and locally to embed good standards into everyday practise Ensure the health and safety of staff and service users is compliant with regulations and to have systems monitoring this regularly.
3.	**Service Development** Responsible for identifying, developing, and implementing commercially viable approaches to the delivery of social care services. This includes ensuring services are delivered in a way that maximizes value for money, explores income-generating opportunities, and aligns with both statutory obligations and market sustainability. The role will challenge traditional models of delivery, promote innovation, and embed a culture of commercial awareness across the service. Collaborate with the Head of Sevice, colleagues, partners, families and people who use services to contribute to proposals, for the continuous development, to ensure that they meet the strategic framework, Cambridgeshire vision, CCC ambitions and CCC policies. Provide professional advice to, and work with, the Head of Service for Provider Services in order to support the continuous development of the In House service resource to ensure high performing, sustainable and cost-effective service provision . Include people who use services and family carers, in service delivery and to develop partnership working with local communities, to enable services users to lead independent lives and to have the skills, and opportunities, enjoyed by the wider community. Promote services, using various formats including social media, collaborating with Communications team and other colleagues to ensure CCC guidelines are met. Lead on engagement wth people who use services, carers and families ensuring co-production strategies are used in development of services increasing the participation of those who use the services in providing feedback to shape and develop services for the future.
4.	**Safeguarding and risk management**

	Lead on safeguarding and risk management ensuring this is prioritised throughout the services. Manage risk by providing advice and guidance to the managers within the services with regards to adults at risk of significant harm or in need of protection, providing advice and support when required to both internal and partner agencies. Promote a culture whereby situations are recognised and reported which are potentially unsafe for customers, people who use services and staff including violence and aggression and any potential safeguarding concerns. Ensure incidents relating to risk are reported, investigated and responded to appropriately and in line with policy and procedures Monitor, evaluate and manage risk to secure the reputation, physical, virtual and intellectual resources of the council Ensure the services and its activities are in full compliance with both CCC and legislative Health and Safety policies and guidance. Where CCC buildings are used by services maintain oversight of risks associated to these premises, ensure these are managed to ensure the health & safety resonsibilities are met.
5.	**Programme and Change Management** Contribute to working groups and projects that arise, working with commissioners, partners and colleagues to support the implementation of change programmes. Lead and support the management of allocated projects, including the management of staff, consultants, contractors and service providers. Preparing reports for staff, managers of all levels and steering groups or other bodies as required. Monitor and review progress to ensure that specified projects deliver the require outcomes within agreed timescales, budget and quality standards.
6.	**People Management** Provide line management support, recruit, develop a large team to maintain a responsive, skilled well trained and effective team that works at all times in accordance with professional standards and policies, and other relevant CCC policies. Utilise agreed performance management techniques and disciplines to identify both team and individual performance and how their outputs contribute to improving and developing the performance of the service, and the eventual outcomes for people who use services and family carers. Act as the senior professional of the team ensuring appropriate professional standards and behaviours are consistently observed with skills and knowledge always accessible to other team members. Provide leadership across multi-site staff teams, embedding frameworks for induction, continuous professional development, and retention. Champion a culture of excellence and inclusivity by aligning workforce capabilities with evolving service delivery priorities. Drive workforce planning to ensure the team are equipped with required skills, fostering innovation and resilience. Provide diversity and inclusion within services by implementing policies and guidance across service area.
7.	**Financial and Resource Management**

	Make recommendations for spend on resources and staffing, monitor financial commitments for the services, in order to be able to exercise financial control, and report performance to the Budget Manager (Head of Provider Services) and so enable effective management of the overall budget for the whole service. Identify potential efficiency savings/gains within the teams and take action to realise these in order to maintain the on-going drive towards continuous service improvement.
8.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
9.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.

Safeguarding commitment

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

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Level 5 Qualification	Leadership Management for Adult Care or equilivant	Essential
Degree level Qualification	Social Care/Management	Desirable

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

Identify	Describe	Essential/ Desirable
Knowledge and Experience		
Managing a team across multiple locations	Demonstratable experience of managing teams across a geographical area. Demonstratable experience of managing different service types/disaplines.	Essential
Workload and systems management	Successful experience of workload management across a diverse team, including prioritisation of casework. Experience of analysising management information and data both statistical and financial	Essential
Professional knowledge	Knowledge and understanding of relevant social care legislation, CQC regulations, policy and practice in relation to the provision of registered social care services Good knowledge of developments and trends within the Adult Social Care sector	Essential
Quality Assurance	Demonstrable experience of undertaking a range of governance activities to provide assurance on service quality.	Essential
Commercial Awareness	Commercial awareness and implementing commercially viable approaches	Essential
Risk Management	Experience of the handling of technical and business risk and knowing when to escalate to obtain resolution	Essential
H&S	Knowledge of Health and Safety legislation and how it relates to the work of the service	Essential
Decision Making	Demonstrable experience of making informed and timely decisions with area of responsibility ensuring they aligned with organisational objects and policies.	Essential
Partnership working	Experience of successful inter-agency partnership working and of coordinating with/managing third party or multiple service suppliers	Essential
Service Development	Demonstrated expertise in service development, including: identifying pressures and areas of unmet	Essential

	need within the service, assessing and optimising staffing requirements to enhance efficiency and effectiveness. of service development including	
Co-production	Knowledge of co-production strategies	Essential
Managing Change	Demonstrated experience of leading and delivering successful service change and development projects in line with agreed quality, time and cost targets.	Essential
Financial Control	Proven experience of service budgets and an understanding of forecasting income & expenditure and managing staff budgets. Experience of financial control and challenging financial spend to provide cost effective services. Knowledge of processes for audit processes including service user accounts.	Essential
Skills		
IT systems/processes	Using Microsoft Office (Word, Excel, PowerPoint, Mail), Co-Pilot AI software, including creating, completing and extracting data from Excel spreadsheets. Using ERP Gold eBusiness system including financial and HR management.	Essential Desirable
Leadership and management	Ability to plan, prioritise and manage a large team. Excellent management skills and use of workload planning and management information systems to monitor workload and performance Ability to prioritise and make cost effective use of available resources taking responsibility for results. Take responsibility for all aspects of the service delivery including the team, people who use, services and all other assets e.g., finance and buildings. To be proactive and take ownership when the organisation is threatened by external circumstances.	Essential
Managing Change	Leads change with clarity, confidence, and compassion—guiding teams through uncertainty while aligning change efforts with strategic priorities and organizational values.	Essential
Financial Understanding	Strong financial acumen by making informed decisions that align with budgetary goals, ensuring responsible stewardship of resources, and driving value for the organization.	
Intellectual/analytical	Good level of analytical ability.	Essential

	Ability to exercise sensitivity and clear judgement over service and user issues to arrive at a balanced view. Ability to understand and analyse complex case arrangements and so to offer sound professional and managerial advice. Demonstrable ability to learn from experience and to share that learning to improve services and team performance	
Collaborative	Ability to collaborate with other agencies and through multi-functional teams	Essential
Decision Making/ Strategic Thinking	Ability to challenge others in a constructive manner and to make informed decisions that if challenged can be substantiated Ability to prioritise issues and cases on the basis of risk whilst being able to see the bigger picture and comprehend where teams fit and the capacity to think across organisational, functional and unit boundaries.	Essential
Interpersonal Skills/Negotiation	Effective written and oral communication skills including report writing and excellent interpersonal skills in groups, teams and in one-to-one situations. Ability to persuade and negotiate at different levels across different agencies, services and groups to advocate for services within management responsibility	Essential
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.	
Net Zero	Ability to contribute towards our commitment of becoming a net zero organisation.	
Safeguarding *(include for roles working with children/adults at risk)*	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/adults at risk.	

Disclosure level

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

Work type

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 √	Field	Remote	Mobile

Safeguarding commitment *(Include for roles involving work with children/adults at risk)*

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