

# When potential is unlocked, talent *thrives*



West  
Northamptonshire  
Council

## Job description and person specification

### **Director Adult Social Care Operations** 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 our vision 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:

As a member of the Council's Senior Management Team, the Corporate Director is strategically responsible for a group of significant services, ensuring they operate in line with the council's values (THRIVE) and ensuring the use of resources and assets are maximised to achieve priorities within agreed budgets.

This role is a core member of the People Services Directorate Leadership Team and acts as the deputy Director of Adult Social Services (DASS) when required, responsible for duties as set out in the statutory [guidance](#) on roles and responsibilities. The role is vital in ensuring adults receive the care and support they need, when they need it.

This role is pivotal to the Council's ambition for Thriving People in Thriving Places as set out in our One West Northants Plan. From a People perspective that means supporting our resident's wellbeing and independence, tackling health and wider inequalities and creating the conditions with our partners to drive improvements in the wider determinants of health. We want people young and old, to be able to live their best life.

## Accountable to:

Executive Director – People. The role sits within the People Directorate and as a statutory role also has a reporting line into the Chief Executive.

## Role Specific Responsibilities:

### Core Components of the role

- Accountability for assessing local needs and ensuring the availability and delivery of a full range of adult social services. This involves seeking insights and views from local people, working closely with partners such as the NHS and voluntary organisations, and collating evidence alongside qualitative feedback to identify the needs of the local population and ensure services are tailored to meet those needs, to the appropriate standards.
- To play a leading role in the implementation of standards, including ensuring all services are delivered in line with relevant legislation and regulations, as well as promoting best practice and continuous improvement.
- To lead on compliance with Local Authority Assessment through regulation and inspection by the Care Quality Commission working to achieve improvement to outstanding services.
- To ensure regulated services within Adult Social Care meet registration requirements and that effective standards are in place that achieve good or outstanding rating.
- Undertake a key leadership role in delivering the council's part in improving preventative services and delivering earlier intervention, managing the necessary cultural change to give people greater choice and control over services, tackling inequalities and improving access to services, as well as supporting people with the highest levels of need.
- To develop sustainable services that promote independence and minimise the need for intensive home care and residential services, to improve social inclusion and wellbeing, and

to consider the wider needs of families and carers in the planning and delivery of the full range of services provided by the local authority.

- Championing the needs of adults. Promoting social inclusion and wellbeing, working with local partners to ensure services are delivered in a co-ordinated way, promote independence and enable individuals to live fulfilling lives.
- Establish effective coproduction methodologies and evidence how people are actively involved in service design and delivery.
- Provide professional leadership, including workforce planning to maintain an appropriately skilled workforce.
- Ensure excellent standards of practice across services with clear evidence through quality assurance that needs are met effectively and to lead for strength-based approaches, adopting best practice.
- Engage in local, regional and national networks to ensure local services learn from evidence based practice.
- Promoting a culture of person-centred care, where the individual's needs and preferences are at the heart of all decision making. This includes ensuring services are delivered in a way that promotes equality and diversity.
- Ensuring an integrated, whole-system approach to supporting communities. Working with local partners to ensure all services are delivered in a co-ordinated and seamless way. This includes focusing on improving outcomes for individuals and promoting joined-up working between health and social care services. Promote local access and ownership and proactively drive partnership working.
- Your role is a complex and challenging one, but it is vital in ensuring adults receive the care and support they need, when they need it.
- To drive efficiency, productivity and value for money in service delivery and generate a portfolio of change to achieve this.

## **Service and Leadership Responsibilities**

1. Undertake a full and proactive management role as part of the council's wider senior management team, collaborating effectively with colleagues across all Directorates to drive service improvement and change through people, systems and data, to achieve West Northamptonshire Council's priorities.
2. To provide strategic leadership to ensure that Adults' Social Care positively supports the values and objectives of West Northamptonshire Council, promoting prevention, early intervention and resilience to improve outcomes for local people, promote health, wellbeing and independence and reduce dependency on public services.
3. To lead the development of service strategies and best practice in commissioning and building on synergies across the Council and the NHS to improve health, wellbeing and independence for local people.
4. To act as the Directorate and Council lead and advocate in all matters relating to adult social care: strategy, commissioning, operations and transformation. To lead, inspire and transform Adult Social Care into a consistently high performing, strengths-based service which has continuous improvement at its core.

5. Accountable for the management of budgets and the delivery of the medium-term financial plan across the services, ensuring resources are allocated effectively for the delivery of intended outcomes and in a manner which demonstrates value for money, compliance with relevant policies and guidelines and ensures financial sustainability for the council over the long term
6. Provide well evidenced and sound advice to the Executive Director, Chief Executive, and elected members in respect of a range of issues across the service grouping, working collaboratively to agree the strategy and approach to the delivery of services including reporting on service performance.
7. To listen and respond to citizens, service users and experts by experience and promote a positive image of West Northamptonshire with partner organisations and statutory and other non-statutory bodies.
8. To build strong relationships with colleagues and partners – within the Council, the NHS, the voluntary and community and other relevant services – in the development and implementation of strategies that support independence, choice, control and recovery. To ensure all services, directly delivered or commissioned, are achieving high standards in safeguarding vulnerable adults adhered to.
9. Engage in Peer Reviews and sector-led improvements and readiness for CQC Assessments and Ofsted Inspection.
10. To give senior management leadership in input to discussions and negotiations with the local integrated care system about service integration and service improvement.
11. To ensure that professional practice (especially for social work and occupational therapy but including other professions where relevant) complies with required national standards, that there is access to sound professional supervision, and that this is aligned with overall policies and procedures for the directorate
12. Provide assurance that the Council's business plans are being defined in accordance with governance arrangements, and statutory requirements in relation to health and health inequalities, and in a manner which ensures safety and security.
13. To be the strategic lead for social work and occupational therapy in adults services, working to develop professional contributions.
14. Be outward focussed, bringing ideas, best practice and innovation to the design and delivery of services to ensure prevention, early intervention and resilience are prominent in the Council's leadership of systemic and partnership work, to reduce dependence on public services.

Represent the council positively at internal and external meetings, building effective relationships with other Local Government and Health employers.

15. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
16. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
17. 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.
18. To provide robust financial and budget management ensuring that service delivery is within budget and that the team has a proactive approach to managing their service budgets.
19. Any other duties commensurate with the level of seniority and at the discretion of the line manager.

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.

# **Executive Director / Director Standard Responsibilities:**

## **1. Culture & wellbeing**

Responsible for the establishment and maintenance of a positive organisational culture within the directorate, where safety is integral to all activities and wellbeing principles are prioritised, to support a healthy, motivated and resilient workforce.

## **2. Compliance**

Promoting and ensuring compliance across the Directorate with the Council's Constitution and all corporate policies and practice in respect of Equalities, Human Resources, Finance and Contract Procurement across the Directorate.

## **3. Resources/Financial Management**

Accountable for the management of budgets and delivery of the Medium Term Financial Plan within the Directorate, including the effective use of WNC resources and exercising of strong budgetary control, taking a proactive approach to risk management and business continuity planning on areas of accountability.

## **4. Governance**

Responsible for ensuring sound governance and performance management is in place supporting and contributing to organisational effectiveness, value for money and customer excellence.

## **5. Health & Safety**

Ensuring adherence to corporate health, safety and wellbeing strategy, policies and procedures so that the Council complies with, and fulfils its legal and regulatory obligations.

## **6. Partnerships**

Act as the Council's voice in local and national agendas, forming strong relationships and partnerships that drive forward joined up thinking, better uses of resources and more joined up thinking.

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## 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.

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Skills and abilities:	Essential / Desirable	Measured by
Exceptional communication skills and ability to communicate to key stakeholders internally and externally to achieve operational outcomes.	Essential	A, I
A record of achieving successful outcomes in a political environment, providing clear, balanced advice and guidance on strategic and operational issues	Essential	A, I
Ability to work collaboratively as part of the People Services Directorate Senior Leadership Team across WNC, with partners and stakeholders, to secure a shared and strategic approach and take joint responsibility for decisions as appropriate	Essential	A, I
Well-developed leadership skills which bring WNC's values and behaviours to life promoting and creating a positive workplace culture.	Essential	A, I
A successful record of leading, motivating and managing a team of senior staff, to achieve continuous improvement, whilst meeting competing demands and challenging circumstances	Essential	A, I
Highly developed analytical and problem-solving skills, able to work strategically and apply sound judgement.	Essential	A, I
Highly resilient under pressure and working at pace, enthusiastic, self-motivated, with good judgement and high standards of professionalism and integrity	Essential	A, I
Highly developed analytical and problem-solving skills, able to work strategically and apply sound judgement.	Essential	A, I

Knowledge: Adult Social Care	Essential / Desirable	Measured by
Extensive current working knowledge and understanding of local government issues and statutory requirements, with a particular emphasis on delivering adult social services.	Essential	A, I
Knowledge and understanding of the national social care and health agenda; including knowledge of relevant regulatory and inspection frameworks and the ability to translate this into local solutions.	Essential	A, I

Political awareness and the ability to work successfully within a political environment through effective working relationships with Elected Members.	Essential	A, I
Ability to challenge delivery practices and where appropriate, champion and drive alternative solutions that align to the Council's vision and strategy.	Essential	A, I

<b>Relevant experience:</b>	Essential / Desirable	Measured by
Partnership working with the public, voluntary and private sector organisations.	Essential	A, I
A substantial track record of success at senior management level and of transformational change in a multi stakeholder environment, with broad experience of developing people and high performing teams.	Essential	A, I
A record of achieving successful outcomes in a political environment, providing clear, balanced advice and guidance on strategic and operational issues.	Essential	A, I
Extensive experience of strategic planning and service delivery within local or central government or private sector, with demonstrable and proven record of achievement in same. This will include experience of developing and implementing planning, commissioning and performance frameworks in a multi-disciplinary and partnership environment.	Essential	A, I
Demonstrable experience of joint work with the NHS	Essential	A, I

<b>Education, training and work qualifications:</b>	Essential / Desirable	Measured by
Educated to degree-level or equivalent in a relevant subject, or equivalent by experience.	Essential	A, I
Educated to post graduate degree level or equivalent professional qualification.	Essential	A, I
Evidence of continuing professional development in leadership and business management.	Essential	A, I

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.

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Strategic Management 14	<b>Worker type:</b>	Part Flexible
<b>Salary range:</b>		<b>Budget responsibility:</b>	
<b>People management responsibility:</b>	Yes		

## 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.

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

