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| **Job Description and Person Specification** |  |
| **This authority has a responsibility for, and is committed to, safeguarding, and promoting the welfare of children, young people, and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.** | |

**SECTION A: Role Profile**

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| **Post Title** | Operations Manager | **Post No** | NEW |
| **Directorate** | Childrens and Skills | | |
| **Division** | Children Young People & Families | | |
| **Band and Salary** | Band H  £58,026 to £64,619 per annum. Incremental progression is subject to performance.  Plus, one increment for EDT On Call Duty Rota | | |
| **Responsible to** | Head of Service | | |
| **Location** | Council House, Bluebell, Chelmunds, Elmwood and other locations across the borough of Solihull. | | |
| **DBS Check** | Enhanced check for regulated activity for working with Children | | |
| **Fluency Duty** | This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers. | | |

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| **Car User Status** | This is an essential car user post as the demands of the job make it operationally essential and there is a contractual requirement to make a suitable vehicle available to ensure the requirements of the job can be conducted effectively.  Applicants must be able to drive, have a driving licence and be a car owner/have access to a vehicle, however for disabled applicants, reasonable adjustments will be made where required. |
| **Special Conditions** | The Operations Manager for the Emergency Duty Team carries one atypical payment for the requirement to work an on-call duty rota. |

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| **Role Purpose** |
| You play an active role as part of the service team working in partnership with our Commissioning services to innovate our service delivery capabilities.  You will support the Head of Service and other senior leaders in achieving our organisational vision and outcomes.  You will directly line manage the Team Managers and teams to meet the outcomes of the service delivery plan. Developing and maintaining good working relationships with our key stakeholders including statutory partners, service providers, voluntary sector, and customers. |
| **Role Responsibilities** |
| * To be a full member of SLT and to participate in the strategic, general and performance management of the Department, ensuring effective liaison with other operational managers, performance, best value, and excellence. * Responsible for the provision of a Children, Young People and Family Service ensuring the highest quality of service within available resources and compliance with all regulatory, statutory, and departmental standards. * Responsible for the recruitment, training, and development of staff, along with budget management and forecasting as the cost centre manager. * To ensure effective operational management, including delivery of operational performance objectives, workforce management and delivery of continuous improvement plans. * Promote and embed quality assurance arrangements within the team and service thus promoting an ethos and culture of continued learning and improvement * To ensure compliance to statutory and legal requirements, professional practice, policies, procedures, financial regulations and standing orders and use of physical, financial, and human resources. * To contribute to the strategic development of children’s services within the context of a co-ordinated service for children and their families. * To facilitate good inter-agency working within the area of children and families and to take the lead on specified areas of joint work. * To contribute to effective development and management of systems to improve outcomes for children and their families. * To undertake assessment of training needs and to contribute to training programmes where appropriate. * To ensure the development and monitoring of effective quality assurance and quality control systems to promote and protect the welfare of children. * To participate in the investigation of complaints and undertake special investigations and specific reviews of policy and practice as required. * To prepare and present reports for committees and briefings and to undertake confidential project work for the Head of Service as requested. * To provide effective management direction to staff for whom responsible and to appraise performance in accordance with approved policies, procedures, and standards. * To exercise the full delegated responsibility of the other managers within the Division in their absence. * To deputise for the Head of Service as required. * To perform such other duties and responsibilities as may be required and are commensurate with the grade of the post. * To participate in corporate working and projects and to participate in the Council’s major emergency plan as required. |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | Registered Social Worker – Social Work England  Social Work Degree Qualified | Degree at Masters level in appropriate field, i.e. Social Policy, MBA etc. | Application Form  Certificates |
| Management qualification or equivalent level of management experience. |  | Application Form  Interview  Certificates |
|  | Commitment to continuing professional development and education |  | Application Form  Interview  Certificates |

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| **Experience & Knowledge** | Extensive post qualifying experience in children's services, social services, or probation. | Experience of Social Policy/Social Care. | Application Form  Interview |
| Experience of Operational management – delivery of performance objectives. |  | Application Form  Interview |
| Performance and standards experience – service performance framework and professional practice and quality. |  | Application Form  Interview |
| People management experience – including workforce planning and workforce development. |  | Application Form  Interview |
| Experience of partnership working and corporate working. | Joint working or contact with Elected Members. | Application Form  Interview |
| Project management experience. | Commissioning knowledge | Application Form  Interview |
| Experience of budget Management – meet budget, savings, and income targets. | Joint Reviews and Best Value. | Application Form  Interview |
| Advanced theoretical, practical, and procedural knowledge of Social Services Policy and legislation across a specialist area. | Committee processes. | Interview |
| Performance Assessment Framework and detailed knowledge of social services practices and procedures and associated areas including strategic issues in health and social care. |  | Interview |
| Computer literate and numerate. |  | Application Form  Assessment Presentation |
| Good understanding of the role of performance management. |  | Interview |

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| **Skills & Abilities** | Highly developed people management skills. | Networking and influencing.  Political sensitivity. | Application Form  Interview  Assessment |
| Ability to monitor and review performance. |  | Interview |
| Ability to contribute to directorate, corporate and multi-agency strategic plans. |  | Interview  Assessment |
| Ability to produce action programmes that are resource, time and outcome focused. |  | Interview |
| Analytical, judgmental, creative, partnership and developmental skills. |  | Interview  Assessment |
| Ability to analyse and interpret varied and complex information, including quantitative material. |  | Interview  Assessment |
| Highly developed communication and inter-personal skills | Ability to command confidence of senior managers within Local Authority and other agencies. | Application Form  Interview  Assessment |
| Excellent report writing skills. |  | Application Form  Interview |
| Demonstrable probity/sound judgement. |  | Application Form  Interview  Assessment |
|  | Budget management |  | Application Form  Interview |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation, and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working. | Interview |
| **Trust and Respect -** You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect. | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions. | Interview |
|  | **Leadership -** Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential. | Interview |

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| **Other Requirements** | This is an essential car user post as the demands of the job make it operationally essential and there is a contractual requirement to make a suitable vehicle available to ensure the requirements of the job can be carried out effectively.  Applicants must be able to drive, have a driving licence and be a car owner/have access to a vehicle, however for disabled applicants, reasonable adjustments will be made where required. | Interview |

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| **Compiled/Reviewed by** | Beate Wagner |
| **Date** | June 2024 |

**Section C: Additional Information**

**Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers, and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures, and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.