**Job Description**

**Operational Manager**

**Role Profile** Leadership Grade N **Service/Team** Inclusion and Family Services / Early Help

**Reports to** Service Manager

**Responsible for** Manage a team or teams with a range of professional’s areas of work (15-49 employees) and/or manage a team (up to 15)

**Number of posts** 4

**Post Number** TBC

**Career Grade** N/A

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by improving the life chances and outcomes for the most vulnerable children in the community to meet the Council’s objectives, priorities and values.**

**Job Overview**

Input into / support Early Help strategy development; lead its implementation and the operation of the BCP Early Help service that complies with relevant statutory regulations and considers the diverse needs of users. Create the right environment and culture for effective service delivery, actively promote partnership working, engagement and participation with a broad range of agencies, providers and service users.

**Key Responsibilities**

* To work as part of the management team to manage the delivery of effective and dynamic Early Help and intervention services, and achievement of goals set out in in the service plan and the council’s broader strategic objectives.
* To lead on monitoring and evaluating performance against national and local key performance indicators and drive future improvement and outcomes. Provide regular progress reports and feed analysis and recommendations into performance reports, working closely with senior managers and commissioners to ensure the right intervention programmes are delivered.
* Lead and manage team managers, and associated budgets, ensuring the highest professional standards and efficient management of resources to meet challenging and changing budgetary, regulatory and statutory requirements.
* To lead and champion a framework for practice and lead teams in learning and embedding practice models, tool- kits and interventions to ensure effective delivery of outcome focused services and support.
* Responsible for recruitment, team building, supervision, training and performance management of staff, providing feedback and addressing performance issues to ensure that the workforce is appropriately focused, skilled, configured and equipped to meet service delivery requirements
* Contribute to the development of multi-agency services at a strategic level by building sophisticated relationships with external partners to achieve collective objectives and overcome barriers to joint working.
* Create effective channels of communication with partners and service users to ensure that consistent messages are sent out regarding processes, policies, changes and obligations.
* Ensure consistent implementation of local policies, processes and procedures to ensure that the Council meets its obligations in line with statutory guidance and legal framework. Ensure all governance and compliance processes are followed and that complaints procedures are operated in a timely manner.
* Test new ideas and develop alternative, cost effective methods of service delivery in partnership with stakeholders and service users ensuring effective involvement and consultation.
* Support the innovation, planning, development, implementation and monitoring of commissioning activity to inform service delivery.
* Develop and implement quality assurance processes to promote and embed ‘best practice’ promoting and developing a learning organisation.
* Promote and represent the service internally and, when required, in multi-agency forums, working parties, local, regional and national bodies to provide specialist input and contribute to the exchange of information and the promotion of best practice/’practice excellence’ developments.
* Ensure excellent safeguarding practice in the context of Early Help.
* To produce and deliver business plans linked to the Early Help Strategic Plan.

**Specific Qualifications and Experience**

* Degree in Social Work (and SWE registration) or Health or Teaching or a related Discipline or the equivalent professional experience.
* Ongoing relevant professional development and training including Safeguarding.
* Management qualification or equivalent experience, in particular experience of managing a large and dispersed team across a range of disciplines and being responsible for a comprehensive range of people and performance management issues.
* Significant experience of initiating and leading change, of effective project management to deliver service improvement initiatives and demonstrable positive outcomes for service users
* Experience of quality assuring practice and systems of delivery to improve outcomes and develop and promote a learning organisation.
* Thorough knowledge of legal framework relating to Early Help, statutory guidance, policy and best practice including in depth knowledge of contemporary professional supervision methods
* Knowledge of models of effective interventions and delivery to improve outcomes.
* Significant knowledge of Financial Regulations and Budget Management.
* Experienced in data analysis and reporting to a high standard.

**Personal Qualities & Attributes**

* Understanding and management of risk in relation to children and families
* High level of resilience and emotional intelligence
* Ability to remain calm under pressure and prioritise.
* Ability to analyse and interpret detailed data and present this clearly (verbally or in writing) to others.
* Effective interpersonal skills
* Excellent planning and organisation skills
* Make evidence-based outcome focused creative decisions
* Role model a flexible approach to delivery and positivity to change management
* Ability to manage multiple projects simultaneously .

**Job Requirements**

* Working across localities.
* DBS check.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

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