

Role profile

Job Title:	Assistant Director – Operations - Adult Social Care	Grade:	CB2
Department:	Adult Social Services	Post no.:	
Directorate:	Adult and Public Health	Location:	Perceval House

Role reports to:	Director of Adult Social Services.
Direct reports:	4
Indirect reports:	160

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To ensure the highest standards of social care practice in Ealing.
- To ensure that statutory requirements in line with the Care Act are discharged.
- To establish, develop and maintain effective partnerships with all stakeholders involved in the delivery of services to adults across Ealing.
- To provide leadership for staff within the service and to ensure the development and continued professionalism of the service in accordance with statutory, national and local requirements.
- To lead and manage the development of effective partnership working with the full range of stakeholders, including health, police, voluntary & community sector and other external providers to secure improved outcomes for adults in Ealing.
- To ensure the department demonstrates value for money and accountability at all levels with a focus on doing what works most effectively in improving outcomes for adults in Ealing within available resources.
- To deputise, where appropriate, for the Director of Adult Social Services, which will include representing the Directorate at Council meetings, multi-agency partnership meetings, with the local Community, Central Government and service users.

Key accountabilities

Corporate:

- To provide effective and visible leadership that actively supports the delivery of the Council's vision, priorities and strategies and motivates the diverse workforce and key stakeholders.
- To champion the council's transformational agency by driving innovation, fostering ambition and promoting customer focused improvement across services. This includes the current transformational Brighter Futures programme with a focus on reducing numbers of looked after children, increasing recruitment of local foster carers and cost-effective placements and improving out for child in care and on the edge of care.
- To develop and deliver services that meet and exceed statutory and customer requirements in a cost-effective manner and are fully aligned with the Council's financial and outcome based ambitions.
- To promote equal access to opportunity in service delivery and employment.
- To build effective partnerships and lead working relationships with senior managers from across the Council and external organisations as appropriate to ensure an integrated provision of services.
- To support the Council's elected Members and Cabinet by providing advice and guidance, ensuring the effective delivery of its decisions, taking delegated decisions within the Council's financial regulations and enabling the effective scrutiny of services and decisions.
- To work regionally and sub-regionally with other Council's on the development of both cost reducing initiatives and where appropriate joined service that improve outcomes.

Departmental:

- To be accountable for the delivery of specific integrated front-line services within budget, organisational and service level requirements. Specific service areas are Adult Social Care, Business Support and Strategy and Inclusion.
- Lead on the development of a proactive and responsive approach to the safeguarding of adults in Ealing in partnership with the Ealing Safeguarding Partnership and Safeguarding Manager.
- Through the delivery of specific service areas, meeting the needs adults with social care needs.
- Develop partnerships to integrate and continuously improve performance of specific service areas.
- Use effective partnership working to consult widely with adults and carers on service delivery and strategic decisions affecting those service areas.

Key performance indicators

- Annual Performance Assessment, KPIs, and other local performance indicators.
- Internal operational key performance indicators.
- To operate within budget and with reliable accurate forecasting of variance and development of appropriate strategies and internal operational key performance indicators as evidenced in the Corporate Plan.
- Ensure continuous improvement in customer feedback.

Key relationships (internal and external)

- Lead member and other Council Members including scrutiny group.
- Corporate Board and Ealing Director Group.
- Senior Management within Councils Children's Service, Adult Services, CCG, police, schools, Health Partners and voluntary organisations
- Ealing Safeguarding Partnership.
- Relevant performance monitoring and inspecting organisations.

Authority level

- Accountable for all aspects of people management including authorisation for recruitment and dismissal within specific service areas
- Accountable for managing budget of approximately £54.524 million per annum and authorising expenditure within limits specified by the Council.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. A track record of achievement in managing across adult social care services.
2. Experience of managing people within a complex environment.
3. Demonstration of a thorough understanding of delivering services to adults including the statutory and regulatory frameworks within England, especially those that apply to local government.
4. Evidence of sound financial management skills including developing and managing a large budget, budget reduction strategies, forecasting, monitoring and financial management
5. Experience and skills in building positive and productive relationships with colleagues, partners and customers.
6. In depth experience and knowledge relevant to the post and the ability to explain current and future issues affecting the role and specific service areas.

Essential qualification(s) and experience

1. A track record of delivering service improvements in a senior role within a large organisation.
2. Significant experience of contributing to the development and implementation of key organisational strategies in specific service areas.
3. Experience of managing change within a complex environment.
4. Extensive senior management experience within a complex environment.
5. Proven experience of managing within a service for adult social care.
6. Working in a diverse community.
7. Relevant professional degree or equivalent
8. Evidence of continuous professional development
9. Further professional post graduate qualification or equivalent
10. Enhanced DBS check

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards