Job profile

Deputy Service Manager – Community Equipment Service Grade 11

Date updated: June 2021
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About the Job: Under the direction of the Service Manager – Community Equipment Service to support the delivery of a community equipment service on behalf of Health and Social Care in Gloucestershire. To provide supported employment for people with disabilities who experience substantial barriers to employment.

This is what we need you to do...

- Manage a number of differing areas within the service to ensure effective service functions with improved customer outcomes are delivered in a cost effective way
- Manage the community equipment service managers and team leaders, completing supervisions and appraisals
- Alongside and in the absence of the community equipment service manager to manage the budget of the team effectively and take actions to ensure the budget does not overspend
- Improve working conditions for good practice including delivering effective induction and supervision, improving workload management, and creating and sustaining an environment that promotes health, safety, well–being and self – care for the whole team
- Developing and maintaining a strategic plan to oversee team performance management themes, making good use of performance data and audits to drive up standards in the service, supporting positive resolutions and taking action when appropriate.
- Ensure there is appropriate provision to identify, plan for, and meet staff development needs within the organisation so that workforce planning is informed correctly; to include supporting and quality assuring recruitment and retention activities, including interviews, shortlisting, induction and probations
- Lead on business continuity planning for the service
- Be knowledgeable about the communities and the political context, leading effective partnership working within and outside of the organisation
- Take responsibility to ensure that organisational procedures are relevant, reflect effective practice and contribute to better outcomes
- Manage complaints effectively and ensure complaints are resolved as quickly as possible, ensuring responses to complaints are of good quality and reflect understanding of customer issues.
- Maintain a professional and strategic network of internal and external colleagues, with whom to seek and share advice, expertise and new developments in community equipment, social care and health
- To take ownership of and responsibility for delivering against team and individual performance targets.
- Keep up to date with new developments and best practice in the field of disability support and assist in the improvement of disability practice in employment within GCC and other partner organisations
- Horizon scan to identify longer term risks and opportunities for the business
- Support the strategic direction of the service and ensure the community equipment service is fit for purpose,

- Lead on operational programmes / projects for the service, under the direction of the sponsor
- Design, develop and monitor systems to support and ensure compliance with all business processes including finance, audit and administration

Special Conditions

- Individual is to be a keyholder to both buildings. This may mean being called out if an alarm sounds
- In times of business continuity there may be times individuals may have to work longer hours
- Individual is expected to ensure they work across both sites Hempsted and Mitcheldean

The ideal candidate will have...

Experience

- Experience in undertaking line management duties, including appraisal and formal performance management of staff
- Supervising, mentoring, coaching and training staff
- Experience of financial decision making in the context of managing allocated team budgets
- Providing effective leadership, support and modelling engagement in the most challenging of circumstances, including with partner agencies, stakeholders and other professionals
- Creating a learning culture and environment, where professional and personal development is valued and promoted
- Working with people with disabilities
- Effective leadership and management of staff and teams
- Business management at a senior level
- Working with senior managers and politicians on high profile issues
- Designing and implementation business planning processes
- Working with other local authorities, national organisations and government departments
- Experience of writing polices and strategies

Behavioural attributes

- Provides inspirational and credible leadership, prompting the questions to help shape/re-invent the future
- Build and own strong relationships politically, externally and internally.
- Inspire staff and value their efforts and resilience
- Have a shared collective ownership
- Set boundaries, non negotiables, and hold each other, staff and partners to account whilst encouraging autonomy and conscientious, positive risk taking
- Be accountable for running the business effectively balancing performance and cost
- Removes barriers to effective partnership working, achieving corporate objectives by building on performance and team strengths, through strong relationships both inside and outside the organisation
- Actively asks for and considers other people's views and opinions
- Is available and approachable and takes time to consult and communicate
- Able to work well as part of a team and on own initiative

Knowledge, Skills and Understanding

- Knowledgeable about management and leadership within the public sector, including critical awareness of current issues and new evidence–informed practice research
- Leadership skills relevant for delivering quality in complex service and social systems, including an understanding of personnel/human resource management issues, e.g. recruitment and retention, performance and absence management.
- The ability to work within a matrix management environment with partners and stakeholders
- The ability to use computerised case recording systems, with good keyboard skills and the ability to use various ICT packages.
- The ability to use initiative and work within timescales, to organise own workload and the workload of your team effectively; whilst dealing with competing priorities and fluctuating workloads.
- Good IT Skills
- Acknowledges, respects and responds to individual differences and diversity requirements; recognises discriminatory practices and inequality and is able to appropriately challenge others
- Works well under pressure
- Identifies and takes up opportunities for self development
- Acts with integrity, honesty and impartiality
- Contributes to the development of the service
- Ability to operate in a climate of change and to embrace news ways of thinking and working; sustaining and developing own imagination, creativity and curiosity in practice, exploring options to solve dilemmas and problems. Involving people who use services in reflections and creativity wherever possible.
- Be highly organised with a solution focused, logical and innovative approach to challenges.

Education & Qualifications

Essential

- Level 5 Leadership / Management qualification or willingness to work towards and / or relevant experience.
- Evidence of continuous professional development
- GCSE Level C English and Maths (or equivalent)