



## South Tyneside Council

### CHILDREN, ADULTS AND HEALTH

#### PERSON SPECIFICATION

**POST TITLE:** Service Manager - Practice and Assurance

**GRADE:** HOS

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Educational Attainment</b>	<ul style="list-style-type: none"><li>• Social Work Qualification, DipSW, CQSW, CSS, or SW Degree</li><li>• Evidence of post qualification CPD</li><li>• Registered with professional body</li></ul>	<ul style="list-style-type: none"><li>• Leadership/Management qualification</li></ul>	<ul style="list-style-type: none"><li>• Application form</li><li>• Certificates</li></ul>
<b>Work Experience</b>	<ul style="list-style-type: none"><li>• Deep professional and technical experience of adult social care services, particularly assessment and care management</li><li>• Extensive experience of operational issues within a social care and health environment and understanding of policies, processes, legislation and best practice relating to social care practice</li><li>• Experience of leading a large scale change programme and improving service quality within a complex environment</li><li>• Significant experience of inspirational and robust leadership, development and motivation of staff</li><li>• Experience of building trust and managing stakeholder engagement relationships across partner organisations to deliver improved outcomes</li><li>• Experience of setting, managing and monitoring budgets within a health/social care setting and demonstrable experience of managing budget reductions</li><li>• Experience of developing and implementing new policies and procedures</li><li>• Experience of driving service improvement and implementing performance quality and assurance frameworks</li></ul>	<ul style="list-style-type: none"><li>• Experience of working with Elected Members</li></ul>	<ul style="list-style-type: none"><li>• Application form</li><li>• Interview</li><li>• References</li></ul>

<b>Knowledge/ Skills/ Aptitudes</b>	<ul style="list-style-type: none"> <li>• Ability to successfully contribute to the Council's aims and objectives within an overall framework that safeguards adults, promoting health, independence and wellbeing</li> <li>• Ability to plan, develop and implement new ways of working, including integration with key partners</li> <li>• Ability to ensure that statutory duties and policy objectives are met, whilst optimising service performance and use of available resources with a focus on value for money</li> <li>• A range of leadership styles with an ability to establish credibility and influence and form positive relationships with staff, partners and colleagues</li> <li>• High level leadership skills and the ability to promote employee engagement and gain commitment to ASC improvement</li> <li>• Excellent communication skills with the ability to present complex information both verbally and in writing in a clear, concise manner to a range of audiences</li> <li>• Ability to recognise and manage risk within a Programme Management model</li> <li>• Ability to challenge and be challenged</li> <li>• Good understanding of best practice across adult and safeguarding services</li> <li>• Analytical skills to be able to interpret data accurately</li> <li>• Sound business and commercial acumen</li> <li>• Ability to write detailed reports and strategies clearly and concisely</li> <li>• Budget management skills including understanding of key income and funding streams and their application</li> <li>• Strategic planning and decision making with the ability to think creatively</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> <li>• Presentation</li> <li>• Selection Exercise</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Ability to respond positively to stressful and pressurised situations</li> <li>• Committed to high quality, accessible cost-effective services and to local democracy</li> <li>• Committed to the principles of equality and diversity</li> <li>• High personal standards of integrity and probity</li> <li>• Highly motivated towards cultural change and working for South Tyneside Flexible approach to work</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> </ul>
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Able to work outside of office hours as required</li> <li>• Full current driving licence or access to a means of mobility support</li> <li>• Enhanced clearance from the Disclosure and Barring Service</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• DBS Check</li> </ul>