

Job Description

Director of Operations – Long Term Support

Directorate:	Adult Social Care and Health
Grade:	KR17
Responsible to:	Corporate Director – Adult Social Care and Health

Job outline:

As a member of the Directorate Senior Leadership Team, provide strong systems and strategic leadership for operational delivery and lead on commissioning requirements relating to Adult Social Care and Health, ensuring services are procured and delivered in accordance with local, national and statutory requirements.

Lead on the delivery of the Adult Social Care vision and strategy including the safe, effective and efficient delivery of interventions across the county. Provide strategic leadership across the Operations Division with responsibility for long term support provided across the four localities of Kent.

Use expert understanding of the changing demographic profile of adults and increasingly complex demand within a challenging financial environment to enable adults to live independently and exercise choice and control over their lives.

Challenge and influence partners and communities to achieve a whole system approach to health and social care integration including the innovative use of resources and maximising digital solutions to manage demand through the prevention, reduction and delay in the need for social care support.

Job accountabilities:

1. Directors will work within the Kent County Council Corporate Responsibilities guidance for Senior Officers. In addition, as members of the Extended Corporate Management Team, Directors and Corporate Directors will work together to make strategic decisions on the most effective use of the Council's agreed budget, resources and policies and enhance the reputation of Kent as a place as well as Kent County Council as the democratic agent of change in the region.
2. Contribute to the strategic direction for Adult Social Care and direct the provision of long term support to comply with legislation, government guidance and regulations within the appropriate statutory framework.
3. Lead, inspire, and embed the consistent and high-quality delivery of adult social

care interventions to ensure people who draw on care and support, and their families enjoy equitable access, experience, and outcomes.

4. Ensure the delivery of effective long term support services within the legislative framework reflecting and developing national themes to promote independence and maximise opportunities from the local health and social care economy.
5. Manage an Adult Social Care budget in line with Government and Kent County Council financial regulations and, with the Senior Leadership Team, set the direction and lead the development of strategies to meet the Medium-Term Plans. Ensuring appropriate and timely action is taken in response to identified concerns.
6. Lead the development and implementation of Adult Social Care and Health integrated operating models working collaboratively with all members of the Senior Leadership Team, partners and agencies to ensure high quality, person-centered, efficient services are delivered which meet current and future needs.
7. Be responsible for ensuring vulnerable adults in Kent are safeguarded through robust multi-agency arrangements and that safeguarding frameworks and protocols are adhered to throughout the directorate. This includes providing assurance that people's individual outcomes are central to all safeguarding interventions.
8. As part of a strategic leadership team, work with the Director of Adults and Integrated Commissioning to ensure the development of key commissioning strategies meet current and future demand, and influence and be a partner to Health Directors.
9. Provide professional and strategic advice to Members on matters relating to operational delivery and service development, ensuring they are fully briefed on all relevant issues relating to the operational business.
10. Provide a collaborative approach to developing innovative solutions to respond to the changing needs of the health and social care offer.
11. Act as a Deputy to the Corporate Director in terms of the provision of the full range of services in this area of the business. Lead, on behalf of the Corporate Director, on cross cutting projects which have a significant impact on the directorate. Act as Duty Director on the Kent County Council rota for Systems resilience.

This job description sets out the accountabilities specific to the role. These should be read in conjunction with the Corporate Responsibilities that apply to the Corporate Director and Director roles. This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Scope and accountability

For details of the scope and accountability of the role, please read the information on these links:

[Local Account for adult social care](#)

[Health and Wellbeing Strategy](#)

[Being Digital Strategy](#)

Person Specification

The qualifications, knowledge and experience criteria below will be used in shortlisting. Applicants should describe in their application how they meet these criteria.

Qualifications:

- Relevant Management or Professional qualification and membership of a relevant professional body.
- Evidence of continuing professional development.
- Educated to degree level or equivalent.

Knowledge and Experience:

- Expert knowledge in a relevant professional area and proven track record of using professional expertise to develop and deliver strategic objectives and expected outcomes, which evidence impact for people who draw on care and support and their families.
- Excellent knowledge and understanding of statutory requirements for services within the remit of this role.
- Experience and successful track record of the following:
 - effectively managing a range of services within budget in a complex and changing environment.
 - transformational change and achieving solutions to enable delivery of services in partnership with other bodies both internal and external.
 - influencing the direction of Adult Social Care and Health within a political environment.
 - achieving improvements in service delivery across a wide range of services.
 - Delivering outcomes and demonstrating impact in and across complex health and social care settings.
- Evaluating impact of interventions and service delivery programmes over time, with supporting data analysis.

Skills and Abilities:

- Able to understand strategic issues and set a clear direction, goals, and a culture of high aspirations and commitment to the success and priorities of the Adult Social Care and Health Directorate.
- Able to establish strong positive relationships across the organisation at all levels including a relationship of both personal and professional credibility and trust with senior leaders and elected Members.
- Able to establish strong positive relationships across partner and other external organisations that command professional confidence and enable effective delivery of services.
- Able to lead, influence and implement strategic policies and decisions.
- Able to develop and implement strategies designed to deliver innovative service design.
- Able to demonstrate effective motivational leadership and vision to staff at all

levels, including a positive attitude to change in order to maintain and improve services in a constantly changing environment.

- Able to command respect, influence and negotiate at a strategic professional and political level in order to ensure the best interests of the Directorate are met.
- Able to demonstrate a high level of personal resilience and focus in order to ensure the delivery of excellent services to the public.
- Well-developed communication and presentation skills, including the ability to write organised and clear reports with good use of evidence, supported by data.
- Able to produce well focused business plans which are costed and supported by appropriate performance frameworks.
- Able to be a highly effective member of the senior team, to demonstrate the agreed leadership capabilities and take shared responsibility for the work and success of the whole directorate and the Council.