

<b>Job Family:</b>	<b>Delivery – Front Line – Process knowledge</b>	<b>Grade:</b>	<b>6</b>
<b>Job Title:</b>	<b>Inclusion Centre Deputy Manager</b>	<b>Directorate:</b>	<b>Chief Executives</b>
<b>Date:</b>	<b>4/3/19</b>	<b>Version:</b>	<b>1:1</b>

#### **Role Profile - Details Specific to Job Family**

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

#### **Role Profile - Details Specific to Grade**

Operating with limited guidance or instructions so that initiative and judgement are needed to determine to address and resolve short term (daily) problems. Likely to supervise a small team, assessing workload and prioritising tasks for others.

Roles requiring a level of process expertise to deliver an advisory or supervisory service.

#### **Brief Description of job role and department**

To provide management support for day to day operation of the Meals and Wheels and concessionary Travel services and Sutton Inclusion Centre as well as other buildings in the portfolio. Ensuring the delivery of a cost effective, high quality customer service that meets all health and safety requirements and maximises income.

#### **Representative accountabilities**

- Carry out independent but low risk interventions/assessments to identify customer needs or deliver services directly to customers.
- Assist more experienced colleagues in delivering complex service activities/assessments in order to meet or identify customer needs and develop own skills and experience.
- Provide advice and support to customers using Council procedures and policies.
- Where appropriate supervise the tasks and activities of other team members including prioritising and scheduling of work.

#### **Budgetary accountabilities**

None

#### **Specific accountabilities**

- Assist team manager in the coordination and delivery of the Meals on Wheels and concessionary fares service to meet the needs of service users.
- Contribute to the annual service plans for the Meals on Wheels service in line with the objectives of Wellbeing Division and Council business planning processes.
- Maintain effective quality assurance mechanisms in order to improve all aspects of the service to ensure it meets the assessed needs of customers.
- Ensure that effective administrative systems and performance monitoring arrangements are implemented.
- Ensure compliance with Health and safety standards including regulatory procedures such as Hazard Analysis & Critical Control Points (HACCP), first aid, fire safety, water safety and risk assessments
- Ensure all health and safety standards are adhered to for the relevant work area
- Manage issues relating to property and accommodation including maintenance and security, ensuring all building maintenance issues and major works are identified reported, costed and progressed
- Identify day to day risks associated with the Service and escalate any risks that require senior management intervention
- Be actively involved in creating and delivering the teams business plans through constant update of targets and achievements, reflecting service changes, innovation and best practice
- Undertake continuous monitoring of the service delivery to ensure it is timely, cost effective and efficient, helping instigate service improvements where necessary
- Maximise income to Sutton Inclusion Centre through promotion and marketing of venues and facilities and excellent customer service
- Manage staff in line with Council policies and procedures
- Apply diversity and equal opportunities policies in the workplace
- Take responsibility of managing the service in the absence of the Team Manager
- Undertake duties consistent with the responsibilities of the post as required by the designated line manager
- Required to work weekends and bank holidays as part of the management rota

**Person specification (knowledge, skills, experience and behaviours required in the role)**

- Knowledge of social care and concessionary travel legislation
- Experience of monitoring and coordinate resources to manage risks effectively and ensure smooth day to day service delivery
- Experience of budget management
- Experience of business continuity planning
- Experience of providing effective supervision for staff.
- Knowledge and experience of health and safety standards including food hygiene and those relevant to buildings
- IOSH trained or equivalent
- Experience of managing buildings and working with building contractors
- Excellent customer service/relationship management
- Experience of promotion/marketing of buildings/facilities to maximise income
- Knowledge and understanding of Equalities and Diversity policies in the workplace;

