

Operations Manager

Department:	CYPES	
Division:	Integrated Services & Commissioning/Children's Social Care (CYPES Office)	
Reports to:	Service Manager Business Support and Administration	
JE Ref:	CYP1088.1	
Grade:	CS11	JE Date: 12/12/2022

Job purpose

Working with the Director this role is responsible for the day-to-day business support operations of the Children's Social Care Service. The post holder is responsible for leading operations management and ensuring effective and efficient management of business enablement teams and business processes.

Job specific outcomes

To support the Group Director to ensure the operations of the service are running effectively and efficiently, and that continuous improvement becomes a cultural imperative. This will include the following:

1. Responsible for recruitment, business enablement and support, process re-engineering, risk management, internal communications, business continuity and governance. This role will work closely with HR Business Partners from People and Corporate Services and Finance Business Partners from Treasury and Exchequer.
2. Ensure the service has the adequate and suitable resources to deliver its objectives. This includes being responsible for the service Recruitment and Retention Strategy and the service Workforce Development Strategy.
3. To coordinate the service's Government Plan / Departmental Business Plan response, alongside the delivery of the service development plan.
4. To ensure the effective and efficient functioning of the Senior Leadership Team for Children's Social Care to ensure that it has the greatest impact on service delivery and development and working with partner departments and external partner agencies. This includes the coordination and management of SLT meetings within the service.
5. Act for, and on behalf of, the Group Director for Social Care Services in non-professional practice related operational matter as required and directed.

6. To support the Group Director as the interface between the Children's Social Care Service and the Minister for Children and Education and other Ministers and Assembly Members, ensuring timely responses to Ministerial Questions and queries.
7. Lead and manage internal communications including oversight of the intranet for Children's Social Care Services and be the custodian of the Children's Social Care Service Website.
8. To ensure all relevant policies across the service are kept up-to-date by policy owners and published on intranet / internet accordingly.
9. Produce and implement the service business plan and ensure alignment with the CYPES department plan. Work across CYPES, other Government Departments and partner agencies to assess and redesign internal operations and outward services.
10. Manage the inspection readiness of Children's Social Care Services for all none practice related areas, working together with the Principal Social Worker.
11. To lead and manage all procurement activities.
12. To respond to changing business requirements and use skills to support other areas of strategy if required.
13. Promote the voice of the child in all aspects of service delivery and development.

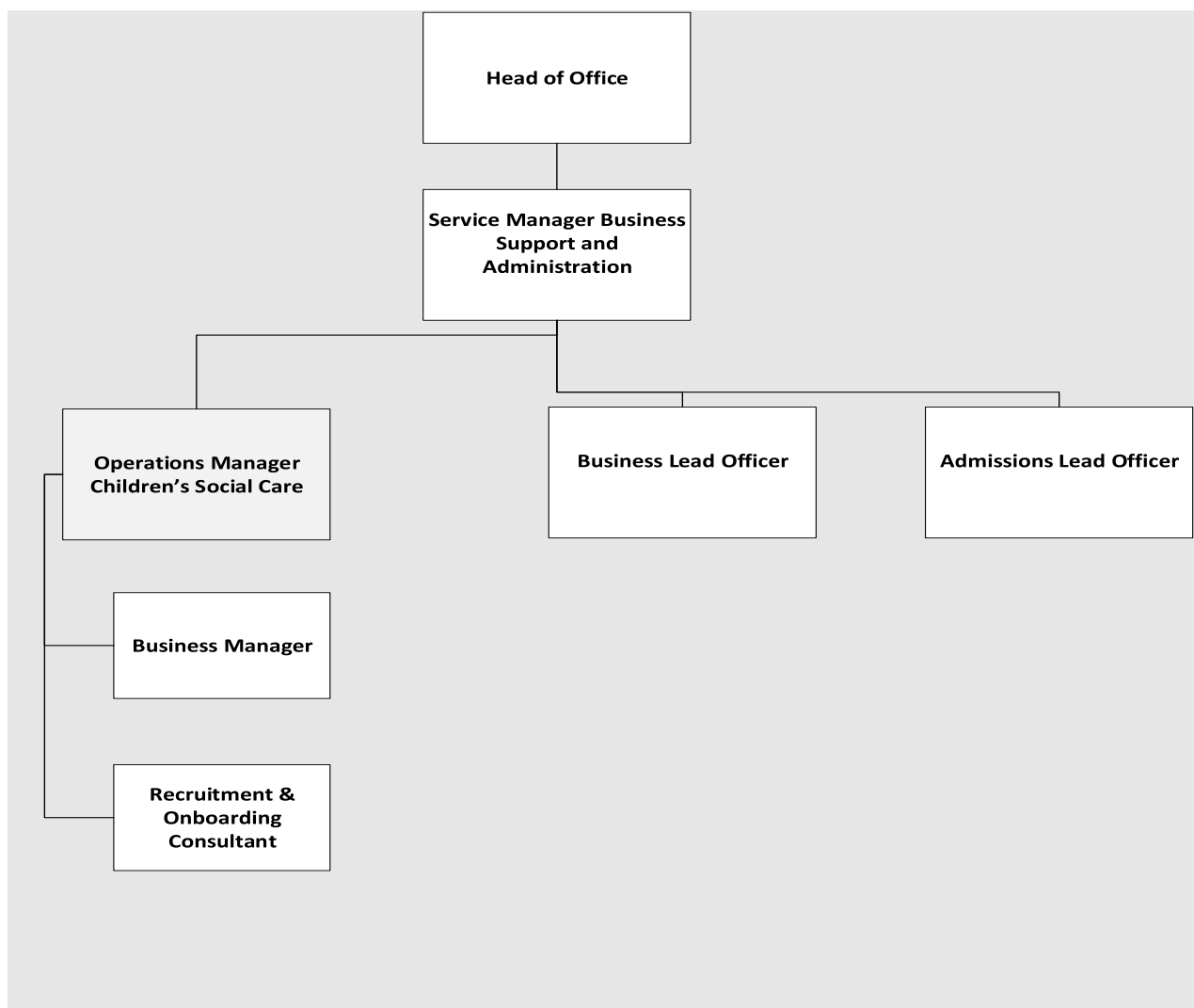
Statutory responsibilities

Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisation chart

Insert an organisation chart showing this role and its line managers and reports (individual names must not be included only post titles)



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to degree level in a business-related field. Or with relevant significant experience	Business Administration qualification or project management qualification such as Prince2 or equivalent
Knowledge	A good understanding of organisation dynamics, business processes, legislation and policies that are relevant to the service.	A deep understanding of programme/project management methodologies and how to analyse their effectiveness in real time. Strong understanding of Children's Social Care at both an operational and strategic level.
Technical / Work-based Skills	Creative problem-solving with the ability to translate vision into pragmatic solutions	Experience of implementing lean approaches and service improvement strategies.
General Skills/Attributes	Excellent communications and engagement style with the ability to influence at all levels, including director and ministerial partners. A solid command of written, analytical and statistical information, presenting in a manner that is clear and interpreted by all stakeholders. A motivational leader that encourages their team to excel while providing management and oversight for their development. Maintains professional resilience as well as performance, manages	

	<p>emotions in the face of pressure.</p> <p>Demonstrates commitment, motivation and energy towards work, the service and colleagues</p> <p>Highly skilled in the use of MS office and specialist software, such as MS projects.</p>	
Experience	<p>Proven experience of delivering positive change in ways of working, either through transformation or operational experience.</p>	
Criteria relating to Safeguarding	<p>Clear understanding of safeguarding policies, procedures and protocols for Children and Young People.</p>	