

ROLE PROFILE

RIGHT JOB, RIGHT PERSON



Job Details

Job Title: Support Services Manager

Company: reach **Department:** Management and Admin

Location: 11 Devon Place **Reports to:** Corporate Director, reach

Job Family: Leadership

Hours: Minimum 37 per week

Responsible for:

- 1 x temporary systems development role
- 1 x relief staff team manager
- 1 x central rota coordinator
- 4 x admin assistants
- 1 x office assistant
- 1 x postal assistant

Job Purpose

Plans, leads, manages and delivers the range of support services and functions reach needs to do its job, effectively taking an overview and steering all policy and procedure in reach.

Creates systems, procedures and policies that keep reach and the people we support safe.

Work with a wide range of operational and administrative staff and deliver effective systems through them.

Ensures systems, policies and procedures are efficient and deliver the practice and management information reach needs to run the business.

Designs and delivers systems, policies and procedures that are accessible and meaningful to staff and people we support.

Monitors organisational targets and performance ensuring the whole organisation is held to account and advises on, and supports remedial action where there are problems.

What this job does

- ✓ Is an active member of the reach senior management team providing support services and functions that reach needs to deliver.
- ✓ Takes an integrated overview of all the performance, expectations and targets reach has to deliver and supports the team to stay abreast of them and deliver in a timely fashion.

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- ✓ Leadership and management of a team of minimum of 9 staff in technical and service support roles (administration, systems development and systems maintenance).
- ✓ Writing, reviewing and monitoring all operational policies and procedures.
- ✓ Leading on the design and delivery of information technology solutions to business management issues (eg staff rota systems, management information systems).
- ✓ Designing and delivering data systems to meet organisational, contractual and regulatory requirements.
- ✓ Designing and delivering tools and procedures for data gathering that are accessible to staff and people **reach** supports.
- ✓ Leading the measurement and reporting on outcomes for the people we support.
- ✓ Lead responsibility for the content, application and delivery of key organisational policies, eg quality assurance, health and safety.
- ✓ Lead responsibility across **reach** for the maintenance of a database to ensure accountability for, and delivery of, all key organisational targets.
- ✓ Lead responsibility for the implementation and maintenance of **reach's** performance management and quality assurance framework.
- ✓ Act as the main link between **reach** and **seren's** Finance, IT and Continuous Improvement functions.
- ✓ Manage and develop the relief team ensuring the quality of that team.
- ✓ Installation, implementation, maintenance of **reach**-wide IT data management and monitoring solutions such as Staffplan (rota management system), live data capture systems, monitoring data bases (eg SPriNT, iPlanit) and other data bases to meet organisational needs.
- ✓ To advise and support learning and development on IT, systems, policy and procedural learning interventions that assure the quality of local delivery, input and analysis.
- ✓ To produce regular reports, advise on and monitor management actions that improve, enhance and maintain **reach's** performance.
- ✓ To build and maintain a collection, interpretation, action planning, doing and reviewing cycle.
- ✓ Benchmark **reach's** performance against other comparable organisations.
- ✓ Lead specific key projects in areas of performance and quality improvement.
- ✓ Oversee arrangements for statutory inspections and registered managers audits.
- ✓ Develop expert advice, support and management information for the management team, keeping up to date with development in requirements for contractual and statistical returns, quality assurance and performance management systems.

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How this Job is done

Our Values

Everyone employed by the Seren Group share the following values:

Fairness	We treat everyone equally whilst respecting uniqueness
Openness	We are honest and approachable
Ambition	We aim to be the best we can and deliver the results our customers want
Responsibility	We take ownership of our actions and are aware of the impact on others
Integrity	We believe in what we do and are true to ourselves and our customers
Respect	We treat people in a way which makes them feel valued

- ✓ Liaison with local authorities, regulators and internal staff to gain an understanding of information, data and monitoring requirements and to influence the shape and choice of systems for delivering on that.
- ✓ Lead a technical support function to deliver those systems.
- ✓ The role is inwardly focussed and will manage a team of 9 with responsibility for systems and data management.
- ✓ The post holder will act in an advisory capacity to the operational team in relation to policy and procedure.
- ✓ The post holder will shape, direct, implement and evaluate the impact of policy and procedure and systems in meeting organisational requirements.

Who does this Job

Person Specification	Essential or Desirable
Experience	
<i>3 years experience of design and implementation of performance and QA systems</i>	Essential
<i>Designing, implementing and delivering integrated procedural and IT solutions to create sound management information.</i>	Desirable
<i>Minimum 1 year experience managing and leading a team</i>	Essential
<i>Producing and streamlining systems, policies and procedures to improve organisational performance.</i>	Desirable
Skills & Abilities	
Interpersonal, influencing and teamwork	Essential
Project planning and project management	Essential

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Person Specification	Essential or Desirable
Creating simple user interfaces to produce a wide range of complex data	Essential
Writing reports in a useable and accessible format	Essential
Design and implementation of database and rota management systems	Essential
To analyse data, report on performance understanding operational implications and supporting remedial action and problem solving.	Essential
To work clearly at speed, in detail, and at a strategic level.	Essential
To deploy the resources of a team to deliver effective data solutions.	Essential
Able to drive, have full driving licence, and full access to a car for business purposes.	Essential
Knowledge and Understanding	
Systems, policies and procedures in use in social care settings	Essential
The stakeholder environment and demands placed on social care organisations by commissioners, regulators and to meet internal need.	Essential
Key drivers and issues for social care organisations for which management information and systems solutions are needed.	Essential
Person centred approaches	Essential
Outcomes and outcomes monitoring.	Essential

Our Core Skills and Competencies

Everyone employed by the Seren Group have the following core skills and competencies:

Core Skills & Behaviours	<ul style="list-style-type: none"> Be Customer Focused Be Results Focused Be a Team Player Be a Communicator Be Safety Conscious Be a Solution Finder Be Efficient Be a Role Model
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In addition, members of our More than Managing group and our Leadership group have the following competencies:

More than Managing	Be a Change Manager Be a Developer of People Be Commercially Aware Be a Business Partner
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In addition, members of our Leadership group have the following competency:

Leaders	Be Strategic
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