

Job Description		
Group Manager Quality and Market Management	Department Adult Social Care and Health	Post Ref Add Ref
Job Purpose To provide leadership and management to the development and delivery of Quality and Market Management and ensure a sustainable market that will meet the care and support needs of local people, ensuring services meet corporate and departmental objectives whilst delivering high quality outcomes to people who use services, their carers and the wider population.		
Key Responsibilities <ol style="list-style-type: none"> 1. To lead and manage the Quality Market Management and contractual management of statutory and non-statutory services 2. Production of and delivery of service plans including agreeing targets with their Service Director 3. Delivering the services within the performance targets in the Service Plan and those set out by Strategic Partnership Boards 4. Reporting changes in the operating environment where these require amendment of the Service Plan 5. Fulfilling all duties to effectively manage the performance of and ensure the welfare of all staff in services 6. Providing timely and accurate information about customers including data on future trends 7. Responsibility for ensuring that changing policy and guidance informs the efficient delivery of provided and commissioned services 		Key Accountabilities <ol style="list-style-type: none"> 1. Delivering services agreed in the service plan within agreed resources; including targets for improving efficiency and customer satisfaction 2. Staff performance within the services managed 3. Delivering services within the allocated budget. 4. Taking decisive action and reporting issues, including to members, where unforeseen events impact on service delivery targets including budget 5. Providing data about customers and the operating environment 6. Meeting statutory or regulatory standards that apply to the services managed 7. Health and Safety and welfare of staff and premises 8. The performance of Quality and Market Management Team and Contract Management

	<p>9. Works in accordance to the professional codes of conduct required by the relevant professional body</p> <p>10. Works by applying the up to date knowledge and skills acquired through the mandatory continued education required to maintain their qualification and/or professional registration</p>
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification

<i>Education and Knowledge</i>	<i>Leadership and Management Skills</i>
<ol style="list-style-type: none"> 1. A professional qualification and/or significant experience (minimum 3 years), that evidences senior decision making on complex social care issues. balancing risks to independence, safeguarding and scrutinising practice/service quality. 2. Evidence of continuous professional development. 3. Comprehensive knowledge of the main issues and influences affecting the service area. 4. Detailed knowledge of main issues and influences affecting the services allocated to this post. 5. Knowledge of performance assessment, management and inspection frameworks for the social care sector 	<ol style="list-style-type: none"> 8. A high level of personal drive and integrity and an understanding of how their personal leadership style impacts on service outcomes. 9. Strong interpersonal skills enabling the post holder to provide purpose and direction to others in a changing environment to ensure effective engagement with customers, staff and other key stakeholders. 10. Ability to make decisions and solve problems in a changing and complex service environment, involving planning solutions and prioritising personal and service resources

<div>6. Detailed knowledge and understanding of changing legislation, guidance and regulations which are likely to impact on service provision</div> <div>7. Comprehensive knowledge of the principles and practice of:<ul style="list-style-type: none">• effective people management;• excellent customer service;• continual improvement using an evidence – based approach; and,• appropriate risk management.</div>	<div>11. Ability to meet agreed broad service objectives and delivery targets through the organisation of human, physical and financial resources.</div>
<div>Experience</div> <div>12. Minimum of 3 years’ experience of service delivery, including resource planning, performance management and effective and efficient delivery, in a relevant service area.</div> <div>13. Significant experience of leading changes in a service delivery environment with responsibility for direction of a service involving the co-ordination and integration of a number of sub functions.</div> <div>14. Operating in a performance driven environment.</div> <div>15. Experience of data analysis and policy implementation.</div>	
<div>Role Dimensions</div> <div>16. Policy – to ensure the Department’s operational policies and staff guidance are up to date and reflect changing national policy, and to ensure that staff understand and work within the legal framework relevant to their role.</div> <div>17. Responsibility for a budget between £15 and £25 million</div> <div>18. Line management responsibility for a minimum of 6 direct reports, indirect supervision and overall responsibility a service comprised of approximately 30- 50 fte staff</div> <div>19. Influencing local strategic priority setting both with the County Council and across the health, independent, voluntary and social care partnerships.</div>	

20. Responsible for managing care market contracts
21. Leading market management for a wide range of health and social care services through dialogue with providers.
22. Leading quality assurance and compliance with care standards for all commissioned and regulated services including the hosting of specific health quality monitoring functions requiring specialist nursing qualification
23. Regular reporting to Adult Social Care and Health Committee concerning contract compliance and quality assurance, including contract suspensions.
24. Development and enhancement of information sharing protocols and processes about care providers across the Council with key partner agencies
25. Managing staff and functions hosted by the Council on behalf of health commissioners
26. Responsible for customer and employee relations within area of scope
27. Covers for Service Director
28. Management of operational activity, staffing, budgets, performance and quality
29. Leads on issues of health, safety and wellbeing of service users and staff within the service area
30. Responsible for customer and employee relations within area of scope
31. Responsible for business planning, development and implementation within the service area
32. Contributes to the strategic direction of services, through identification of needs, workforce profiling and demand forecasting
33. Represents the authority in joint partnership working (Represents and negotiates on behalf of the authority in financial, planning and partnership area)

Please attach a structure chart