Role Profile

Job Title: Service Manager - Technology Service	**Role Profile Number:**
Grade: R (P&R Level 11)	**Date Prepared**: August 23
Directorate/Group: Adults, Health and Housing Services	**Reporting to:** Deputy Director of Transformation
Structure Chart attached:	

Role Purpose

To ensure Swindon Borough Council has a modern, effective and efficient end-to-end Technology Enabled Care (TEC) service that enables individuals to use TEC to live as independently as possible, for as long as possible.

To ensure the service is fit for purpose, sustainable and ready for the unprecedented demand and growth and commercialisation expected over the next 3 years.

The Service Manager role is key to the success of the function, as they are responsible for:
- Leading and performance managing the team responsible for the 24-hour community alarm system (supports approximately 3000 users).
- Ensuring the service delivers a high-quality and safe service that meets the needs of individuals.

Key Accountabilities

- To lead and manage the delivery of all Swindon Borough Council's TEC services (including Community Alarms), seeking out best practice, value for money and ensuring continuing improvement.
- Ensure that all elements of the service are effective and efficient and safe.
- Ensure that the service is compliant with service regulations and standards.
- Ensuring the service has access to the right resources and is delivered within budget.
- To ensure all staff are appropriately trained.
- Ensure the service is customer focused, understanding the needs of individuals whilst also utilising each individual's strengths and those of their own community, e.g. family and friends, to help people to help themselves where possible.
- To model good leadership by taking professional responsibility for the provision of high quality and responsive services.

- To promote a culture of continuous improvement, by designing collaboratively with people who use the service performance and quality standards for the service.
- To regularly monitor and hold the service to account for meeting those standards, taking prompt and effective action where the standards are not being met.
- Ensure all staff are well led, motivated and developed through learning opportunities.
- Ensure timely performance management and sickness management.
- To recruit staff into the service and ensure that the induction of any new staff robust.
- To operate within defined budgets for social care and contribute to the effective management of a budget, with authorisation capabilities within a fixed and agreed monetary range.
- To fully engage and prepare for own supervision and appraisal through self-evaluation, ensuring that continual professional development is evidenced.
- To support the Deputy Director of Transformation in the design of the new TEC service and associated commercial opportunities.
- Keep abreast with advances in technologies.
- Oversee procurement of any technology.
- Ensure compliance with DPIA and EQIA processes.
- Monitor and respond to complaints.
- To participate in and, where appropriate, chair meetings of internal / external partners and other agencies.
- To work in collaborative partnerships with colleagues from the council, health and other stakeholders within the care, voluntary and community sector.

Knowledge and Experience

- Demonstrable experience managing people.
- Demonstrable experience of leading a service.
- Strong skills in managing people, understanding the impact of change management and supporting a workforce by positive role modelling.
- Experience of supporting people through change and developing and implementing practice, policy and other changes.
- Experience of multi-disciplinary and partnership working and awareness of the issues involved.
- Planning and workload management skills.
- Excellent interpersonal and communication skills.
- Accurate record keeping and report writing.
- Good presentational skills.
- Proven organisational skills including the ability to work under pressure, prioritise your workload and meet deadlines.
- Good understanding and proven ability to use database information systems.
- Strong verbal and written communication skills including ability to write clear and timely reports on performance and quality.
- Strong professional curiosity.
- Strong ability to understand and maximise the use of data to improve the quality and performance of a service.
- Strong customer skills, understanding the importance of regular customer feedback and co-design.
- Excellent ICT skills including use of Microsoft applications and specialist systems.

- Ability to understand TEC.

Qualifications
- A degree level education and/or appropriate management qualification or be able to demonstrate equivalent experience.
- Leadership qualification (preferred)
- Demonstrable on-the-job experience as outlined in knowledge and experience.

Decision Making:

- Management of own time effectively and prioritisation of own workload tasks.
- Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.
- Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.
- Use initiative to manage responses to complex business / technical issues within the service.
- Demonstrable evidence of successful problem solving and effective decision-making.
- Evidence of successful budget management.
- Able to manage conflict and identify solutions.
- Demonstrable evidence of resilience.

Creativity and Innovation:

- Ability to bring a new perspective and creative/innovative ideas about service improvement
- Commercially minded.
- People and outcome focused.
- Able to use own initiative; think laterally, to take a problem-solving approach to support the development of strategies, plans, and services.

Job Scope:

Job Scope	Budget Holder	Post holder will not directly manage the budget as Deputy Director of Transformation will hold the budget but the expectation is that the service manager can authorise invoices up to £2,000 and will support Dep. Director with accurate staff budget monitoring.
Number and types of jobs managed: 3 direct reports: • Homeline and Telecare Manager • Senior Homeline Response Officer • Supported Housing co-ordinator	**Responsibility** **£900,000- £1,200,000**	
Typical tasks supervised/allocated to others: • Will be responsible for the full Homeline Service.	**Asset Responsibility:** Technology equipment, value approximately £50k	

Contacts and Relationships:

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Communicating clearly to a Senior Leadership teams where required.
- Managing a team of front-line staff.
- Deal with people at all levels confidently, sensitively and diplomatically.
- Maintaining a clear professional identity and acting as a role model for other staff.
- Negotiating and influencing external suppliers who provide technology and/or ICT systems.
- Collaborating with enabling service colleagues to improve the service e.g. Customer Services, Audit, and Data & Reporting teams.
- Working with the general public to design and develop the service.
- Contacts will include: colleagues, senior managers, partners, Individuals, members of the public and stakeholders.

Values and Behaviours

We have 3 commitments to be At Our Best:
- A Learning Organisation
- Improving Performance
- Employee Experience

It is in this context that we define our Values and Behaviours. Our three corporate values are:

At Swindon;

1. What we do really matters;
2. We do things right: and;
3. We make it happen together.

The behaviour framework builds on our values and provides examples for each of us of what this means in practice. The three behaviours within the framework are: Delivering Performance and Results; Collaborating and Innovating; Leading Self and Others.

Other Key Features of the role

This role is a full-time role, normal working hours but the post-holder will be managing a 24-hour service, so there is the expectation that the post-holder will be flexible:

- To ensure the safety of our residents who use the service. For example, working later if an issue of safety is raised late in the day is not resolved by 5pm.
- To oversee and manage the performance of staff. For example, undertaking ad hoc observations and management of staff outside of normal working hours to monitor working practices and productivity.

Safeguarding

Swindon Borough Council is committed to safeguarding and promoting the welfare of Adults who meet the Care Act (2014) Sec 42 Care criteria 'Adult with Needs' all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a adults with needs in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of adults with needs gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of adults with needs responsibilities to their line manager. All children have the right to grow up safe from harm and the Children Act 1989, and 2004 place duties on all agencies to promote and safeguard the welfare of children in need and at risk in their local area. A child is defined within the Children Act 1989, as anyone who has not yet reached their 18th birthday. The Swindon Safeguarding Partnership polices and guidance are aimed at every agency, statutory, voluntary, private and independent which works directly or indirectly with children, young people and families.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	