



SWINDON
BOROUGH COUNCIL

ROLE PROFILE

Title:	Community Equipment Operational Lead		
Career Family:	Health, Care and Wellbeing	Date: 21.03.2025	
Career Family Level:	10	Reference:	SBC_12304
Reports to (Job Title):	Building Independent Service Lead		
Structure chart attached:	<i>This is required to understand where the role sits within the department.</i>		

Purpose:

The Manager of the Integrated Community Equipment Service (ICES) is responsible for ensuring that services that are commissioned, are efficient and effective in their delivery against the service specification and contract, meet Swindon Community Health Services aims and objectives and are people focused. To ensure managed services are compliant with industry regulators and delivered in accordance with quality management standards Quality Management System(QMS).

The manager will ensure continuity and performance across all key functions of the services, including but not limited to, customer service, equipment requisition, scheduling, stock control, business administration, procurement, storage, repairs, decontamination, delivery, installation, collection, and storage of equipment. The community equipment service is governed by a Joint Community Equipment Board (JCEB), it is the responsibility of the manager to represent the Trust and SBC on the JCEB, provide regular performance reports, service ad-hoc requests for additional information and take proposals/business cases for service development, for consideration by JCEB.

Key responsibilities and accountabilities:

- Performance management of external and commissioned contracts.
- Ensure all activities comply with relevant policy, including commissioner's financial standing instructions, retention & disposal policy, and procurement policies etc.
- To identify, assess, address and mitigate risks to the organisation within the scope of this role. Encourage and promote a culture of continuous improvement through the review, identification and implementation of potential service developments/policies and sharing best practice methodology.
- To ensure the Community Equipment Service support the wider Health & Social Care economy by following the principles of the right equipment, at the right time, first time.
- Ensure sufficient and appropriate resources are in place to ensure business continuity
- Lead demand led services to agreed standards, in accordance with service level agreements or specifications within a framework of qualitative and quantitative performance indicators and compliance requirements.
- Be responsible for managing budgets

- Manage the contracts and relationships with sub-contractors for equipment pre-planned maintenance (PPM), for both services.
- Negotiate and implement supply contracts.
- Establish effective working/collaborative relationships with partner organisations to maximize inter-agency effectiveness.
- Lead changes within the services – following a change management process through to evaluation and close of specified projects.
- Ensure that Equipment services are accessible for both prescribers and customers.
- Develop and maintain a mutually advantageous partnership with commissioners.
- To develop and implement best practice and best value with regards to all procurement, leasing and contracting activity.
- Engage with complex stakeholder groups and present complex information to individuals or large groups
- Deliver presentations and organise/deliver training within the health & social care community
- To develop and support an out of hours service in collaboration with clinical services.
- Provide input into aggregate safety reviews and advise on the appropriate strategy for Benefit /Risk Evaluation, in response to manufacturers Field Safety Notices and MHRA Alerts.
- Use of computer systems to produce statistical and performance reports on service provision and compliance.
- To investigate and respond to complex complaints and/or concerns, following Trust policy in seeking the best outcome for the complainant

Managerial

- Manage a team, including clinical professionals and supported employees i.e. individuals with disabilities or health conditions
- Delivery and support colleagues through appraisal, professional and personal development and performance management
- To manage the service within specified budgets, providing projections against commissioner & Swindon Community Health Services budgets, providing and evidencing value for money through delivery of savings and/or cost avoidance.

Professional

- The community equipment service is governed by a Joint Community Equipment Board (JCEB), it is the responsibility of the manager to represent the Trust and SBC on the JCEB, provide regular performance reports, service ad-hoc requests for additional information and take proposals/business cases for service development, for consideration by JCEB
- Detail any Partnership working requirements – i.e. stakeholders / statutory expectations.*

Decision making:

- Demonstrable evidence of successful problem solving and effective decision-making.
- Ability to work flexibly under pressure to both self-determined and prescribed deadlines.
- Taking responsibility for managing risks and making decisions that are proportionate and lawful. .
- Organising and prioritising work so that decisions are made in a timely way and in order of priority.
- Monitor and manage budgets; participate in budget-setting processes; and deliver services that are financially accountable and responsible in relation to public resources. .
- Ability to work flexibly under pressure to both self-determined and prescribed deadlines.
- Confident in making formal decision in the absence of the Service manager.

Knowledge and Experience

- Line management experience
- Procurement or supply chain experience
- Experience in managing equipment and/or regulated services
- Experience of managing budget and performance against complex service level agreements
- Experience of planning and implementing change
- Preparation of reports and the ability to present recommendations succinctly and authoritatively after analysis
- Experience of working in the health or social care sector
- Competent IT and keyboard skills.

Creativity and innovation

- *Insert element of the job where creativity and innovation are required.*

Values and Behaviours:

Our organisational values express what is important to us, our ethics, ideals and the principles upon which we place significant worth. These values drive our choices, decisions and behaviours:

At Swindon we do what really matters; We love 'our' Swindon. We want the best for it. We turn up each and every day to have impact, a place and people to be proud of.

At Swindon we do things right; We are accountable to our residents and ourselves to make the best decisions we can, to try new things to make Swindon thrive now and in the future.

At Swindon we make it happen together; We work together, with our communities, across the Council and with our partners to get the best we can collectively for Swindon.

Working in accordance to our values we aim to achieve excellence in our behaviours – to get the best for Swindon Borough and us. Our behaviour framework builds on our values and provides examples for each of us of what this means in practice.

Delivering Performance and Results

- Being determined to achieve our outcomes by committing to the highest standards of individual and collective performance.
- Holding purposeful conversations which challenge, recognise contribution, giving and receiving relevant feedback.
- Being responsible for delivering my results. Results that contribute to the wider outcomes for Swindon Borough

Collaborating and Innovating

- Taking a Swindon wide view. Understanding the impact of the political landscape for our organisation.
- Looking for appropriate opportunities to work internally and externally in partnership to find new and sustainable ways to do things.
- Being bold, willing to learn in order to meet the needs of our residents.
- Being proactive and accountable – making a difference.

Leading Self and Others

- Acting in a fair, ethical and authentic way, demonstrating mutual respect and treating one another as professionals.
- Fostering trust, developing ability and accountability.
- Developing the conditions for ourselves and others to thrive to create a one team spirit that we are proud of.

Swindon Borough Council – Our Leadership Competencies

- **Corporate Leadership** – Act as an Ambassador for the Council’s vision, priorities, pledges and values collectively with colleagues from within the Corporate Leadership Team.
- **Managing Self** – Manage your time, priorities and resources to achieve goals and meet personal learning and development needs
- **Leading People** – Leading, engaging, developing and motivating employees to perform their best
- **Leading Change** – Helping others to approach changes at work in a way that seeks to ensure their commitment and enthusiasm is focused on achieving the Council’s objectives
- **Managing Information** – Works in an informed and evidenced based way by making good decisions based on relevant information and data
- **Maximising Partnerships** – Building effective working relationships and ensuring partnerships are focused on outcomes
- **Managing Resources** – Achieving objectives through the effective planning and allocation of resources
- **Managing Activities** – Managing the activities of the team to achieve business priorities within agreed time scales and budgets
- **Managing Risk** – Actively seeking to identify, escalate and mitigate risks and threats to business continuity and the achievement of the Council’s objectives

<p><u>Context and Dimensions: Job Scope</u></p> <p>Number and types of jobs managed Community Equipment Deputy Manager Office Manager Stock Controller Business Support Decontamination Team Leader Driver Technician/Warehouse Assistant Trusted Assessor/OT Tech Pediatric Coordinator/Technician</p> <p>Typical tasks supervised/allocated to others -</p>	<p>Budget Holder <i>Direct Holder</i></p> <p>Responsibility: <i>confirm value £1.5 million</i></p> <p>Asset Responsibility: confirm value 1.5 million within the stores</p>	<p>Yes</p>
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PERSON SPECIFICATION

Detail the requirements of these and whether they are essential or desirable for the role.

Qualifications:	Essential or Desirable
<ul style="list-style-type: none"> • Educated to degree level and holder of relevant management or equivalent qualification or substantial relevant experience in a managerial role. • Member or knowledge of National Association of Equipment Providers • Demonstrable evidence of on-going continuous professional development 	E
Knowledge and Experience:	
<ul style="list-style-type: none"> • Line management experience • Procurement or supply chain experience • Experience in managing equipment and/or regulated services • Experience of managing budget and performance against complex service level agreements • Experience of planning and implementing change • Preparation of reports and the ability to present recommendations succinctly and authoritatively after analysis • Experience of working in the health or social care sector • Competent IT and keyboard skills. 	E
Aptitudes, Skills and Competencies:	
<ul style="list-style-type: none"> • Ability to communicate sensitive and complex information in a variety of ways to a range of audiences. • Ability to build effective working/collaborative relationships both internally and externally. • Well organised and able to cope with a complex and varied workload • Budget management • Good communication skills, both written and oral with all levels of staff both internally and externally to include presentation skills in submitting reports to committees and meetings • Ability to prepare succinct reports distilling complex information into understandable formats • Ability to analyses complex information • Ability to plan and prioritise own workload • Change management and problem-solving skills • Ability to establish and maintain both internal and external relationships. • Negotiating and influencing skills • Ability to respond to and adapt programmes to reflect changes to the Trust's budgetary position • Ability to work to pressurised timescales and budgets 	E

<ul style="list-style-type: none"> • Post holder is accountable for all aspects of role and is expected to use their initiative whilst working within the current processes of the Trust • Good keyboard skills and proficiency in the use of Microsoft Office products • Knowledge of Occupational and Physiotherapy services and their objectives 	D
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Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

Delete if not applicable: This is a politically restricted post in accordance with Section 2 (1) (b) of the Local Government and Housing Act 1989.