

<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Unaccompanied Asylum Seeking Children's Reception and Safe Care Service</b>
<b>Grade:</b>	<b>KR12</b>
<b>Responsible to:</b>	<b>Service Manager</b>

### **Purpose of the Job:**

To lead a staff group of managers and workers to support the young people residing at the Reception Centre attend all their appointments, learn independent living skills and engage in activities to help them learn English and feel happy and safe. In doing so the Operations Manager will make sure young people are ready to move to independent accommodation within 8 weeks of arrival at a reception centre.

### **Main duties and responsibilities:**

- Assist the Service Manager in coordinating day-to-day operations across the reception centre site so it consistently provides a nurturing and safe environment, which promotes the emotional and physical well-being of the young people residing there.
- Manage the staffing rotas for the reception centre to ensure staffing levels are sufficient and if not, address and resolve this with the respective recruitment agency.
- Manage stock levels at the reception centre to ensure that there are sufficient levels of water, food, clothing, religious materials and education/sports equipment for the young people.
- Manage bedroom availability at the reception centre so there is sufficient capacity to accommodate new arrivals. Communicating this to the Out Of Hours Service and the SUASC management group so it is clear where young people can be accommodated when they do arrive.
- Work collaboratively with each reception centre managers and catering, security and infrastructure colleagues to ensure the reception centre is safe and a well-maintained environment, which meet the young people's basic care needs.
- Make sure young people's statutory, health and legal appointments are attended and supported by staff at the reception centre.
- Quality assure the independent living skills programs and other activities run at the reception centre to ensure they are equitable and effective.
- Support the Service Manager in developing and delivering protocols and policy for staff and young people at the reception centre.

- Promote equality and anti-discriminatory behavior with young people and staff.
- Behave in a professional manner at all times.
- Be prepared for and contribute to individual supervision with Service Manager.
- Undertake any other duties commensurate with the level of responsibility of this post.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

# Kent County Council

## Person Specification: Operations Manager

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

Criteria	Minimum
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Educated to GCSE Level or equivalent or NVQ Level 3 Caring for Children and Young People</li> <li>Evidence of relevant professional development</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Substantial and diverse experience of working with children and families.</li> <li>Good experience of leading a small staff team.</li> <li>Experience of working with unaccompanied asylum- seeking children.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Demonstrate a high standard of managing others to drive positive change for children and young people.</li> <li>Ability to quality assure through supervision, case audit and review to ensure high standards of practice within the reception centres.</li> <li>Ability to supervise and develop reception centre managers.</li> <li>Computer literate with good written skills for report writing</li> <li>Good interpersonal skills to communicate effectively with clients and colleagues</li> <li>Willingness to attend and contribute to training opportunities, supervision and team meetings to continuously improve practice.</li> <li>Supervisory, mediation and negotiation skills</li> <li>Ability to work effectively on own initiative as well as within a team</li> <li>Ability to travel to meet the requirements of the service.</li> <li>A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Good working knowledge of County Procedures relating to Looked After Children.</li> <li>Good understanding of Quality Protects – Transforming Children's Services, Working Together</li> </ul>

	<ul style="list-style-type: none"> <li>• Understand and apply the concepts of child development, attachment, separation, loss, change and resilience</li> <li>• Demonstrate a clear understanding of human rights and choice including mental capacity.</li> <li>• Good knowledge of issues that impact on children including CSE, gangs and Prevent agenda.</li> <li>• Awareness of GDPR and confidentiality issues</li> </ul>
<b>ORGANISATIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Whole Council Integration of Services</li> <li>• Embedding Commissioning and Engaging relevant markets</li> <li>• Managing Change</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>