Kent County Council
Job Description: *Operations Manager*

Directorate:	**Children, Young People and Education**
Unit/Section:	**Unaccompanied Asylum Seeking Children's Service**
Grade:	**KSJ**
Responsible to:	**Service Manager**

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.

- To be responsible for ensuring the Reception Centre operates in line with KCC financial procedures, following best practice to demonstrate value for money, ensure accurate accounting records are maintained, and provide robust budget monitoring oversight of centre activities and expenditure.

- 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.

Organisational responsibilities:

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.

Footnote: This job description is provided to assist the job holder to know what their 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*

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
QUALIFICATIONS	• Educated to GCSE Level or equivalent or NVQ Level 3 Caring for Children and Young People • Evidence of relevant professional development
EXPERIENCE	• Substantial and diverse experience of working with children and families. • Good experience of leading a small staff team. • Experience of working with unaccompanied asylum-seeking children.
SKILLS AND ABILITIES	• Demonstrate a high standard of managing others to drive positive change for children and young people. • Ability to quality assure through supervision, case audit and review to ensure high standards of practice within the reception centres. • Ability to supervise and develop reception centre managers. • Ability to demonstrate robust financial/budget oversight, including budget management and compliance with financial procedures. • Computer literate with good written skills for report writing. • Good interpersonal skills to communicate effectively with clients and colleagues • Willingness to attend and contribute to training opportunities, supervision and team meetings to continuously improve practice. • Supervisory, mediation and negotiation skills • Ability to work effectively on own initiative as well as within a team • Ability to travel to meet the requirements of the service. • 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.
KNOWLEDGE	• Good working knowledge of County Procedures relating to Looked After Children. • Good understanding of Quality Protects – Transforming Children's Services, Working Together. • Good understanding of budget monitoring and oversight functions, including strong understanding of organisational financial procedures. • Understand and apply the concepts of child development, attachment, separation, loss, change and resilience. • Demonstrate a clear understanding of human rights and choice including mental capacity. • Good knowledge of issues that impact on children including CSE, gangs and Prevent agenda.

	• Awareness of GDPR and confidentiality issues
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • We are **brave.** We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making