

## Kent County Council

### Job Description: *Assurance Board Manager*

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Innovation and Partnership Division</b>
<b>Grade:</b>	<b>KR12</b>
<b>Responsible to:</b>	<b>Head of Innovation and Partnerships</b>

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

Work strategically with senior managers and be responsible for Kent Adult Social Care and Health Assurance Board's governance arrangements.

Ensure the accountability of Kent Adult Social Care and Health Assurance Board in fulfilling its functions and develop and maintain an appropriate environment to support the delivery and monitoring of each strategic priority area, quality, performance, finance and workforce/culture within the Assurance Framework and Reporting structures as directed by the Director of Adult Social Services (DASS)

Ensure the implementation of effective business, performance and assurance systems. Ensure they are reviewed and able to support and scrutinise improvement across all adult social care services.

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

- Support the formation and review of strategic priorities and key actions for the Assurance Board and any associated plans, including the identification of critical success factors and significant risks.
- Ensure the implementation of effective monitoring and reporting mechanisms that provide the necessary levels of assurance to the DASS.
- Support the implementation and monitoring of commissioned activity in line with Assurance Board priorities to include case reviews, policies and procedures, learning and development and agreed audits
- Oversee and maintain the overall integrity and coherence of Adult Social Care and Health Assurance Board business by developing and sustaining the environment to support each individual activity. This will comprise establishing and influencing reporting mechanisms so that the separate components (Quality; Performance; Culture and Finance) of the Board operate in an effective way and ensure board decisions are met in a timely manner.
- Co-ordinate regular reports (relaying both quantitative and qualitative data) for the Chair/s, the Assurance Board and Directorate and where appropriate Kent County Council Cabinet, and other relevant strategic bodies. Ensuring reports are accessible and submitted in a timely manner, and that actions are actioned and managed accordingly.

- Ensure the Assurance Board supports KCC's strategies including the Directorate of Adult Social Care and Health's vision. Responsible for the management of change and ongoing development of the Assurance Board ensuring it performs successfully and effectively, both individually and collectively in order to achieve objectives. This includes undertaking an annual review of the board to assess the impact the board has had on our strategies, delivery plans and the difference it is making to people's lives.
- Ensure that all relevant stakeholders are fully engaged with the board and take the lead in preparing and supporting; experts by experience (EbEs) in the Board activities, meetings and arrangements whilst sustaining a positive relationship with members who support the Board. Identifying training and wider support needs to ensure experts by experience are able to contribute effectively and are supported in the role.
- Annually review the impact and influence of experts by experience on the Board and manage succession planning. Manage any conflicts of interest arising through board involvement and advise accordingly.
- Ensure accessibility for experts by experience and other Board members are addressed and any equality, diversity and inclusion requirements are identified and fulfilled to enable inclusive participation. Be the contact for any concerns arising through the membership and handle any such situations with sensitivity and professionalism.

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: *Assurance Board 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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• A relevant graduate or post graduate qualification (i.e. related to leadership, business, administration)</li> <li>• Evidence of continuing professional development in government administration or board management.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of successfully planning, developing and managing work at a strategic level, with proven understanding of the impact across organisations.</li> <li>• Experience of partnership working and managing stakeholder expectations in pursuit of joint strategic objectives.</li> <li>• Experience of managing both the dependencies and the interfaces between areas of work, dealing with highly sensitive and confidential material.</li> <li>• Experience of supporting experts by experience to be an active member of a board.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to be proactively inclusive and flexible in the approach towards managing the board to ensure effective engagement of members and interested groups.</li> <li>• Ability to promote a safe and inclusive environment, promoting inclusion, role-modelling inclusive behaviours and creating an environment in which our workforce and partners feel safe and encourage and celebrate diversity in all its forms.</li> <li>• Ability to manage and drive through sustainable change.</li> <li>• Ability to lead, manage and motivate teams not within your direct management.</li> <li>• Excellent organisational skills and the ability to plan for future development.</li> <li>• Ability to manage conflicting priorities and deliver results within timescales.</li> <li>• Ability to manage risk and apply a range of problem-solving techniques.</li> <li>• Ability to effectively engage, influence and ensure commitment of strategic stakeholders, with credibility and authority.</li> <li>• Ability to think conceptually.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Thorough up-to-date knowledge of current and relevant legislation</li> <li>• Detailed knowledge of national policy agendas</li> <li>• Knowledge of effective communication methods, and experience of effectively delivering key messages and explaining the purpose/benefits clearly and positively in times of change.</li> </ul>

<b>BEHAVIOURS AND KENT VALUES</b>	<b>Kent Values:</b> <ul style="list-style-type: none"><li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li><li>• <b>We are curious to innovate and improve</b></li><li>• <b>We are compassionate, understanding and respectful to all</b></li><li>• <b>We are strong together by sharing knowledge</b></li><li>• <b>We are all responsible for the difference we make</b></li></ul>
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# 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.