

Assistant Director Provider Services

JE Code: 2433



Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council

Service: Adult Services
Reports to: Director Adult Services
Job Family: Strategic Leadership
Grade: O
Political restricted: Y
Date: October 2022

A member of the Council's Senior Leadership Team, working with external and internal partners, the role provides the strategic leadership and operational oversight and management.

The post holder reports to the Director of Adult Social Services (DASS) for Milton Keynes City Council and as such is accountable for the delivery of services, including:

- Homecare Services
- Reablement Services
- Supported Housing with Care
- Sheltered Housing
- Care and Response Services
- Laundry service
- Day Services
- Short Breaks and Shared Lives Services
- Community Occupational Therapy

Staffing number of approx. 320 and an operational budget of £60.176million

Key Deliverables

1	Lead accountability for delivering cost-effective services that are outcomes focused and evidence based. This includes lead responsibility for working with partner agencies to develop joint approaches that achieve these objectives while reducing duplication and delivering coordinated and person-centred interventions.
2	Take full responsibility for the performance against national (ASCOF) and local performance indicators and the Council Plan to ensure continuous improvement, by meeting national and local performance targets and by setting and meeting service improvement targets.
3	To be wholly responsible for the effective planning for services to meet the requirements of the health and social care system which avoids unnecessary dependence on long term care but ensures people are cared for safely at home not in hospital or other institutional care environments.
4	Ensure CQC registered services in service area are compliant in all areas providing high quality effective support for vulnerable people.
5	To work in partnership to develop and deliver services with the NHS and other service providers which promote independence, reablement, wellbeing and choice.

6	Deliver effective 24-hour care and response services for both adult social care and the other council departments as required. Services will manage out of hours enquiries and respond in emergency situations.
7	Lead the development of services to support parent, family and other unpaid carers across Adult Services and the wider community.
8	Develop and implement processes and systems to enable Milton Keynes Council to meet statutory and regulatory requirements in the most timely, effective and efficient manner.

Assistant Director roles are expected to make a wider contribution to the Council – demonstrated by their corporate impact and external influence. The post holder will lead and shape a range of complex projects, which have significant and reaching implications for the authority and stakeholder. Assistant Directors should be capable of taking on additional service responsibilities within their directorate, and be able to deputise for their Director when required. Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs.

Essential Requirements (key skills & qualifications)

1.	Significant experience working at a very senior level in a social care role.
2.	Strategic and analytical thinking and evaluation skills with the ability to interpret and analyse complex data.
3.	Considerable experience of working with a diverse set of stakeholders to provide support services to vulnerable people.
4.	Detailed knowledge of the current housing and adult social care policy context and proven ability to apply this knowledge.
5.	Highly developed technical and professional skills and expertise in social care and/or community-based services.
6.	Experience of working effectively in a political environment, demonstrating high levels of political awareness, sensitivity, confidentiality and understanding and the ability to translate that into delivering the agendas of the administration and winning the confidence of elected members and external stakeholders.

Colleagues expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

The essential characteristic of Strategic Leadership jobs is that they bear responsibility for the planning and development of the Council's approach to its statutory and elective aims, maximising efficiency, value for money and the quality of service delivery across entire operating functions.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

Role characteristics

At this level roles are Group Heads and are very substantial management posts that cover a group of services which may be provided across more than one employer. They are responsible for a number of service streams and their attendant policy, risk management and leadership initiatives.

The knowledge and skills required

Job holders require advanced theoretical knowledge to make appropriate judgements and decisions at this level. In addition, job holders will maintain ongoing professional development and have a thorough understanding of external legislative and societal change, as well as a deep understanding of the Council's operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing expert leadership across a number of Services.

Thinking, planning and communication

Job holders will use their professional expertise to deal with highly complex, pressing issues including change initiatives and risk management across an entire Directorate. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping several service's composition, approach and operating procedures in accordance with wider goals mandated by corporate management.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the Council's reputation. Job holders will have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence-based and reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate the Council's position in response to

opposing opinion in a formal or informal setting.

Decision making and innovation

The limitations to job holders' decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Group Head and will devise and implement strategic plans and policy in relation to several service areas.

Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of external service users or partners and will be responsible for critical day to day decisions with legal, reputational dimensions and the development of directorate level policy and functional procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

Job holders will have full line management responsibility over several service areas, each with their own full management structure and featuring highly diverse specialties and employee profiles.

Impacts and demands

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention. Job holders will manage very high levels of work-related pressure from deadlines, interruptions or conflicting demands.

At this level, tasks and duties will generally be carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

Job holders will not be required to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders at this level will find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.