

Job Description and Person Specification



Job Description

Job Title	Operational Support Manager
Grade	5
Service	Children's Services
Reports to	Professional Support Manager
Location	City Wide
Job Evaluation Code	X9084L



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

Responsible for provision of technical, support to services, teams, and individuals within Children's Services.

Provide team management and leadership, including performance management and development of staff.

To support Improvement and Ofsted priorities in Children's Services, whilst continuously working to the common objective of making a difference to improve the lives of Children, Families and Young People.

Main Duties & Key Accountabilities

Core Knowledge

- Deal with enquiries, through varying mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues
- Interrogate relevant information management and performance management systems to support the delivery of the Children's Services Performance Management Framework within teams.
- Support managers with performance management to ensure compliance with timescales and statutory requirements (e.g. Assessments, visits, and plans) involving the development of systems and processes as required
- Maintain in depth and detailed knowledge of the Children's Information Management System, undertaking training and advising others on best practice within the system as appropriate
- Provide leadership to colleagues promoting a culture where Children are at the heart of everything we do.
- Maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision / analysis of information and reports as required

- Maintain an up to date knowledge of corporate and Children's specific systems and standards and pass on information to other team members
- Maintain an up to date knowledge of corporate and Children's specific systems and standards, to ensure consistency in administration, including sharing information with others within the service
- Maintain and/or develop working knowledge of IT systems and workflow processes within Children's Services; including create, review, revise, develop, improve and maintain systems and procedures for the service to improve and respond to change
- Liaise with Services in relation to duties required for support
- Detailed Knowledge and understanding of the sensitivities relating to vulnerable Children and Families and implications of accessing and dealing with sensitive and personal information on a daily basis, ensuring personal and team data protection training is kept up to date
- Maintain a detailed understanding of Children's Services priorities and how they relate to individual areas of work, ensuring service delivery by team members is aligned to these priorities
- Oversee the work of the Professional Support team making decisions about priorities in relation to the deployment of resources against work allocation, whilst in liaison with stakeholders within the service; including making sure that quality standards are introduced and maintained
- Ensure monthly one to ones and Appraisals are undertaken, including clear objective setting and individual development to support a variety of services in order to provide a resilient service
- Explain and document procedures for use of colleagues and team members
- Recruit, lead and performance manage the Professional Support team to ensure consistency and continuity of quality support services, including coaching and mentoring of team members and other colleagues in relation to systems and processes
- Lend support to e-procurement processes in relation to Children's Services
- Ensure accuracy and security when dealing with expenditure and income relating to services; ensuring records and monitoring of financial transactions are kept up to date
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Health Education Police Probation Housing Other Local Authorities Charities including third sector agencies	Internal MASH Partners Area Social Worker Teams Early Help Colleagues Social Work Academy Youth Justice Service Looked After, Permanence and Through Care Teams Fostering, Commissioning and Placements Safeguarding Partnership Human Resources Finance Colleagues Customer Services Colleagues
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Operational Support Team

Leaders

Operational Support Officers

Operational Support Assistants

Person specification

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Knowledge	
Good knowledge of the services provided by Local Government and Children's Services	
A good understanding and knowledge of IT packages to produce high quality documents including reports, presentations and financial records	
Good knowledge of Data Protection and Freedom of Information procedures	
Good knowledge of Equal Opportunities issues within the workplace	
Good knowledge of a range of office systems and working procedures	
A good understanding of Customer Care	
Specialist (Technical) knowledge of Childrens Services within which the post operates.	
Detailed knowledge of Children's information management systems, in particular Liquid Logic or equivalent systems.	
Skills and Abilities	
Excellent organisational skills to organise workload of self and others to establish priorities to ensure that tasks/duties are managed effectively.	
High level of IT skills to ensure precision and accuracy.	
High level of interpersonal skills in order to establish effective working relations within the team and with customers.	
Able to deal with conflict and find a suitable resolution to issues that may arise.	
Ability to give guidance to others and offer clear explanations in relation to systems and procedures	
Able to deal with confidential information appropriately	
Flexible and responsive to change, evaluating and formulating solutions.	
Provide leadership and management aligned to Childrens Services priorities	
Experience	
Working with a range of IT databases, Microsoft applications and Information management systems	

Producing a range of high-quality word-processed documents, presentations and spreadsheets.
Management of a small team
Handling a varied and busy workload with conflicting demands and timescales.
Of handling confidential, contentious, and sensitive information
Prioritising own workload and using own initiative to resolve issues.
Qualifications
Good standard of numeracy and literacy
Formal IT qualification e.g. RSA, CLAIT, NVQ, ECDL or equivalent work-based experience.
Special Requirements
<ul style="list-style-type: none"> • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 • A Standard DBS check will be undertaken as part of the pre-employment checks for this post.

Date Created	November 2018	Date Reviewed	November 2022
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