



Coventry City Council

Job Description

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| Job Title: | Financial Assessment Operational Manager | Job Number: | P1342D |
| Service: | Business Systems and Improvement | Grade: | 8 |
| Location: | Friargate | | |

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.

Job Purpose:

To lead and manage the process of the Service to achieve cost and performance targets.

Main Duties and Responsibilities:

1. Lead, inspire and motivate all staff within the Service teams. Actively promote a culture that is positive, forward looking, result-orientated and customer-focused.
2. Manage, develop and implement key services.
3. Manage and develop the staff of the Section. Ensure specific objectives are set for staff and performance is regularly monitored through one to one meetings and formal staff development reviews.
4. Recruit and select staff, ensuring adequate service provision at all times. Calculate expected service need based upon statistical and other findings.
5. Ensure good and regular communications and team working amongst staff and other colleagues.
6. Ensure effective management of attendance, including sickness absence, conduct and discipline invoking formal procedures when necessary.
7. Identify training needs, ensuring all staff are trained and continually developed, and that training packages are produced and training is co-ordinated and delivered where required.
8. Ensure that adequate support, advice and guidance is provided to all staff and that all work is consistently validated to an agreed standard.
9. Adhere to the City Council's standards and procedures in terms of quality, customer service, equality, diversity, health and safety, and data protection/confidentiality.
10. Participate as a member of the Senior Management Team in the overall management and development of the Service.

11. Monitor budgets to maximise the use of resources and to protect the City Council's financial position.
 12. Agree and communicate targets and implement performance monitoring procedures.
 13. Establish and maintain effective working relationships with internal and external partners, positively representing the Service to customers, stakeholders, senior officers and members.
 14. Ensure correct and consistent application of regulations and policies and ensure that all relevant standards, procedures and quality management systems are operated by all staff.
 15. Meet regularly with other service managers and take an active role in the development of bespoke Service Plans. Ensure that all equality aspects of service delivery are fully integrated into overall service plans and service provision.
 16. Develop policy initiatives that improve services. Assist in the evaluation of new rules, regulations, circulars, appeals decisions, etc. and implement any changes necessary in the assessment process.
 17. Work to maintain a consistently high standard, ensuring compliance with standards set by external agencies and stakeholders, to ensure that all targets are met, both individually and within each of the teams managed.
 18. Determine and monitor local performance indicators, Key Performance indicators, monitor Corporate and National Indicators and facilitate maximum achievement of the requirements.
 19. Develop strategic working with other Council functions, external organisations and agencies, local representatives and the community. Develop Service Level Agreements with external bodies, where appropriate.
 20. Be a good, supportive manager and a reliable, trustworthy colleague.
 21. Any other duties and responsibilities within the range of the salary grade.
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The postholder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To identify hazards, initiate risk assessments, record the significant findings and implement any necessary control measures
- To check and document that the working environment is safe; equipment, products and materials are used safely; that health and safety procedures are effective and complied with and that any necessary remedial action is taken
- To inform, instruct, train, supervise and communicate with employees and provide them with equipment, materials and clothing as is necessary to enable them to work safely; to complete the health and safety induction checklist for all new employees at the commencement of their employment
- To report all accidents, incidents and near miss events, undertake an investigation into the cause and take appropriate remedial action to prevent recurrence

The post holders must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To inform, instruct, train, supervise and communicate with employees and provide them copies of appropriate guidance such that all employees are aware of what may constitute

abuse or neglect of children or vulnerable adults, are aware of their duty to report such concerns and comply with this duty

- To report all concerns about potential abuse or neglect of children or vulnerable adults that are brought to their attention to the appropriate officers within the council as described in current policies

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: Team Managers – as illustrated in the Service structure.

Responsible to: Head of Business Systems and Improvement

Date Reviewed: January 2022



Coventry City Council

Person Specification

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| Area | Description |
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| Knowledge: | An in depth working knowledge of the service, relevant legislation, and related providers. |
| | Knowledge of the authorities' associated strategies relevant to the Service. |
| | Working knowledge of National and Key Performance Indicators relating to customer services. |
| | Knowledge of equal opportunities and diversity. |
| | Awareness of Local Authority protocols. |

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| Skills and Abilities: | Highly developed communication skills - written, oral and presentational. |
| | Ability to understand and interpret constantly changing complex legislation and technical information within required guidelines and providing advice on the financial and service impact of changes to the service. |
| | Ability to review current working practices and recognise and introduce innovative solutions by way of partnerships and new technology to improve delivery of the service in both the short and longer term. |
| | Ability to solve problems on two levels, reactive e.g. Members requests for information, customer complaints; and proactive e.g. devising and implementing new systems, procedures and processes to deal with change. |
| | Staff management skills - effective motivation, communication and performance management skills. |
| | Ability to manage and monitor a budget, ensuring value for money at all times. |
| | Ability to identify, foster and maintain relationships outside of the service, aimed at providing user friendly and cost effective services the community. |
| | Computer literate - experienced in Word and Excel and able to identify technological solutions to improve the service. |
| | Ability to develop, communicate and implement service policies. |
| | Excellent planning and organisational skills, ensuring seamless service provision. |
| | Able to prioritise and meet conflicting demands and performance standards. |

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| Experience: | Experience at a middle management level within the Service environment. |
| | Managing and delivering projects within agreed timescales. |

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| | Managing budgets. |
| | Experience of Performance Standards compliance. |
| | Experience in the use of Electronic Document Management and Workflow systems (Anite would be desirable). |
| Educational: | Management qualification desirable or in lieu of qualification the ability to demonstrate extensive experience and knowledge and willingness to study. |
| Special Requirements: | Ability to cope with stress, in particular with uncertainty, ambiguity and change. |
| | Understanding and awareness of the importance of issues relating to the development and effective use of new technology. |
| | Understanding of equality and diversity issues. |

Date Reviewed: January 2022