



Coventry City Council

Job Description

Post:	Operational Support Manager	Job Number:	
Service:	Children's Services	Post Number:	
Location:	City Wide	Grade:	5

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:

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 and Responsibilities:

Service Support

- 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.

People Management

- 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

Budgetary Management

- 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder 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 ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

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: Operational Support Team Leaders, Operational Support Officers, Operational Support Assistants, Operational and Apprentices as required

Responsible to: Professional Support Manager

Date Reviewed:

Updated: September 2021



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none"> • Good knowledge of the services provided by Local Government and Children's Services
	<ul style="list-style-type: none"> • A good understanding and knowledge of IT packages to produce high quality documents including reports, presentations and financial records.
	<ul style="list-style-type: none"> • Good knowledge of Data Protection and Freedom of Information procedures.
	<ul style="list-style-type: none"> • Good knowledge of Equal Opportunities issues within the workplace.
	<ul style="list-style-type: none"> • Good knowledge of a range of office systems and working procedures.
	<ul style="list-style-type: none"> • A good understanding of Customer Care.
	<ul style="list-style-type: none"> • Specialist (Technical) Knowledge of Children's Services within which the post operates.
	<ul style="list-style-type: none"> • Detailed knowledge of Children's information management systems, in particular Liquid Logic or equivalent systems.

Skills and Abilities:	<ul style="list-style-type: none"> • Excellent organisational skills to organise workload of self and others to establish priorities to ensure that tasks/duties are managed effectively.
	<ul style="list-style-type: none"> • High level of IT skills to ensure precision and accuracy.
	<ul style="list-style-type: none"> • High level of interpersonal skills in order to establish effective working relations within the team and with customers.
	<ul style="list-style-type: none"> • Able to deal with conflict and find a suitable resolution to issues that may arise.
	<ul style="list-style-type: none"> • Ability to give guidance to others and offer clear explanations in relation to systems and procedures
	<ul style="list-style-type: none"> • Able to deal with confidential information appropriately.
	<ul style="list-style-type: none"> • Ability to analyse, interpret and evaluate information accurately.
	<ul style="list-style-type: none"> • Flexible and responsive to change, evaluating and formulating solutions.
	<ul style="list-style-type: none"> • Provide leadership and management aligned to Children's Services priorities.

Experience:	<ul style="list-style-type: none"> • Working with a range of IT databases, Microsoft applications and Information Management Systems
	<ul style="list-style-type: none"> • Producing a range of high quality word processed documents, presentations and spreadsheets.
	<ul style="list-style-type: none"> • Management of a small team
	<ul style="list-style-type: none"> • Handling a varied and busy workload with conflicting demands and timescales

	<ul style="list-style-type: none"> • Of handling confidential, contentious and sensitive information.
	<ul style="list-style-type: none"> • Prioritising own workload and using own initiative to resolve issues.

Educational:	<ul style="list-style-type: none"> • Good standard of numeracy and literacy
	<ul style="list-style-type: none"> • Formal IT qualification e.g. RSA, CLAIT, NVQ, ECDL or equivalent work based experience
	<ul style="list-style-type: none"> •

Special Requirements:	<ul style="list-style-type: none"> • This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
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Date Reviewed:

Updated: September 2021