

## **Job Profile - Service Manager (Safe at Home Telecare Service)**

- Job family                      Manager
- Pay range                      Band 9 - £36,647 - £40,220 p.a. (£18,323 - £20,110 pro rata for 18.5 hours per week)
- 18.5 hours per week - to be worked on Wednesday afternoon (but times to be flexible), Thursday & Friday
- Fixed Term Contract/Secondment for 6 months
- Line manager                Head of Private Sector Housing
- Reports                        Telecare officers and Admin officers
- Directorate                 Housing, Neighbourhoods and Building Services
- Location                      Portsmouth City Council Guildhall Offices

### **Job purpose**

Our Safe at Home service is designed to help our customers to stay safe and live independently in their own home.

Getting older, living with a long-term condition or recovering from an illness can make it harder to cope at home. Safe at Home offers peace of mind by making sure that our customers can get help when needed, 24 hours a day, 365 days a year.

Safe at Home offers a range of technologies – called telecare and home safety equipment – that helps people of all ages.

You will manage a team of officers responsible for the delivery and administration of the Safe at Home service within the Private Sector Housing service for Portsmouth City Council. You will monitor and manage the performance of service and equipment suppliers, work with stakeholders to ensure the service meets our customers' needs, and ensure that it is a high quality service for our customers.

We are looking for an enthusiastic, motivated, and dedicated individual with a demonstrable commitment to top quality customer service, with management experience.

The Council will offer appropriate support to the successful candidate in their professional development.

### **System Purpose**

The fulfilment of the purpose of the service is the primary focus as should be the aim at all times:

*"help me stay safe and living independently in my own home"*

### **What is the role?**

As a service manager the role will focus on supporting the team in the delivery of the council's Safe at Home services, this includes managing the supplier contracts, and focusing on service improvement.

The role will focus upon providing a high quality service to our customers, supporting the Head of Service in matters including:

- To ensure that the day to day running of the Safe at Home team is efficient and effective.
- To provide a direct project management conduit between Adult Social Care, Housing and RSL's.
- To manage the contracts associated with the monitoring centre, procurement of equipment and any SLA with neighbouring authorities.
- To ensure that the safe at home Officers knowledge is up to date in relation to industry best practice and new equipment.
- To help the team with promotion of the service.
- To undertake promotional talks to relevant external bodies and groups.
- To ensure that the customer satisfaction level is high and directly respond to dissatisfied customers.
- To assist in training for safe at home response services.
- Influencing how Telecare is maintained and improved within the city and wider areas.
- Ensuring system thinking principles and value steps against the purpose are maintained, managed and measured
- Understand customer demand with the use of robust measures of performance.
- Investigating and responding to Customer complaints.
- Ensuring that the database system is working correctly and information is input into the system correctly.
- Resource management to ensure officers can deal with demand.
- Ensuring that the budgets are monitored and any appropriate action is taken to make the budgets balance at year end.
- Recruitment of staff.

As a manager, the role will also require supporting direct reports in matters including:

- The use of IT systems and correct application of these
- Ensuring system thinking principles and value steps against the purpose are maintained and managed
- Provide support for direct reports regarding the day to day operations of the service
- Understanding and applying our purpose and value steps, and focusing direct reports toward this in their work
- Team development and training
- Holding team meetings and sharing knowledge
- Directly communicate with customers as needed
- The delivery and participation in service rotas
- Identify and unblock barriers to providing an efficient and effective service for our customers

Liaising with other departments within the organisation such as Adult Social Care, Local Authority Housing, Out of Hours service, and legal & finance services, as well as external organisations such as Hampshire Fire & Rescue, Ambulance services, GP Practices, NHS & CCG, and HIVE support link officers. The role will require supporting direct reports in, and on occasion personally undertaking the following tasks such as:

- Receive, assess, and action customer demand relating to the breadth of Safe at Home services offered
- Carry out assessments of customers needs, and install appropriate equipment in their homes to meet their needs.
- Monitor and assess equipment supplies, including regular stock takes.
- Ensure that health and welfare of tenants is maintained in accordance with legislation and the conditions of any licence.
- Provide advice, guidance and assistance to customers or potential referrers contacting the service seeking advice.
- Commit to the continual development of the service and personal professional development.

## **Ways of working**

The Housing, Neighbourhood, and Building Services Directorate use systems thinking as its approach to business improvement, which informs our understanding of the role of leaders and managers. The core role of any supervisor within the directorate is to understand and act on the system of work to drive improvement.

This will include:

- Ensuring that all staff have clarity of understanding about the purpose of the service from the customer's point of view;
- Ensuring we understand customer demand
- Use of robust measures of performance to make visible the customer experience;
- Understanding the flow of work in the service to ensure we focus on what is valuable to the customer.
- Acting upon the system in response to barriers experienced by customers and staff

## **People Management**

- To motivate and inspire direct reports to continually improve, both themselves and the services they provide
- Undertake a supervisory function for the direct reports by being in the work to help the system and individuals to develop.
- Undertake a line management function for the direct reports. This includes regular 1-2-1s, team briefs and case reviews

Other responsibilities include:

- To deliver on the relevant business priorities for the service and council as required.
- To work with colleagues on the delivery of strategies, and actions in relation to private sector housing and the wider objectives of the council.
- To occasionally work with councillors in responding to specific housing issues as well as developing, explaining and implementing policies and strategies.

### **Who is the person?**

1. It is desirable that the post holder have an advanced qualification in management or business related field.
2. The post holder must have GCSE grade A-C (or equivalent) in Maths & English.
3. The post holder must have a demonstrable experience of leading and managing a customer facing team.
4. It is desirable for the post holder to have experience working in a health or care related service, or to have experience of technology enabled care.
5. The post holder will have demonstrable experience of managing contracts with suppliers, including monitoring performance and taking action when suppliers do not meet the requirements of the contract.
6. The post holder can balance a busy and varied workload with strong time management.
7. Ability to encourage and inspire good performance in the team and experience of identifying and improving poor performance.
8. Has the ability to work proactively and is able to remain motivated and can motivate others, working on your own initiative in coordinating multiple tasks and leading by example.
9. The post holder will be able to communicate with a range of stakeholders and direct reports with confidence to promote the service or explain operational processes.
10. The post holder will be emotionally resilient and able to support direct reports in remaining resilient with the impact of being exposed to customer's difficult circumstances. Being able to remain professionally detached and focused even if the message you deliver involves saying no in difficult circumstances.
11. The post holder must have excellent communication skills, with the ability to communicate clearly and concisely with different audiences at different levels, both verbally and in writing.
12. The post holder will be competent in the use of IT systems with a good working knowledge of Microsoft Packages (to include Word, Outlook, and Excel) and databases.
13. The post holder can analyse and interpret data and how it reflects the performance of the service as well as that of individual officer performance.
14. The post holder will have an understanding of Systems Thinking approach in relation to the importance of applying value steps within the purpose of the service.

## **T&C of employment**

Fixed Term contract for 6 months.

Working hours - Contractual hours are 18.5 hours per week, Wednesday pm, Thursday and Friday normal office hours (08:30-17:00) but there will need to be flexibility to reflect the fact that the Safe at Home service is a 24 hours service, 365 days of the year. There will be regular meetings outside of these hours, such as with councillors or residents groups.

Notice period - In line with the council's policy, a 2 month notice period is applied to this post

Learning & development - Support will be given to enable the post holder to continually develop their skills and experience. The council has a range of training opportunities.

## **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.