



Job Description

Job Title:	Operations Manager – Contracts
Responsible to:	Chief Executive Officer, KDC North West
Responsible for:	Direct Payments Support Services including Managed Accounts and Appointeeships Services

Key Deliverables:

To lead the Direct Payments, Managed Accounts and Appointeeships teams to deliver high quality, innovative, effective and efficient support services within the Liverpool City Region.

Through leadership, coordination and supervision you will promote and extend the uptake of services within the Liverpool City Region and provide support, information and assistance to enable people to access services to be able to live independently and have control over the way their support is delivered.

Location: KDC North West, 263a Tarbock Road, Huyton, Merseyside, L36 0SD, with frequent travel throughout the region.

Key Responsibilities:

- Successfully deliver services per Knowsley Council contract requirements and performance targets.
- Lead and coordinate the teams to provide excellent, tailored customer service with accurate, clear, and timely information, advice, and guidance.
- Support business planning objectives for growth and development across all services.
- Compile statistics and prepare quarterly performance reports for the Chief Executive and Board of Trustees.
- Produce an Annual Report.
- Participate in contract review meetings with Commissioners.
- Supervise social work students on placement.
- Attend local strategic partnership boards.

Manage the Direct Payments, Managed Accounts and Appointeeship

Teams to:

- Supervise the KDC Managed Accounts Service to work effectively and efficiently.
- Supervise the Appointeeship Service to work effectively and efficiently within the boundaries of the service specification.
- Provide effective PA recruitment support.
- Support customers in being good employers and accessing training for PAs.
- Support the development of KDC connections PA finder website.
- Provide supervision and support for managing accounts and record-keeping.

Service Provision: Information, Advice, and Guidance

- Manage and allocate referrals from various professionals and individuals.
- Promote service information in inclusive formats.
- Conduct home visits to explain services and provide advice.
- Collaborate with practitioners and organisations for up-to-date information.
- Provide regularly updated information and guidance, reflecting legislative changes and best practices

Service Quality

- Deliver the service in the best interests of customers, increasing uptake in services.
- Develop and implement evaluation methods to capture diverse customer views.
- Regularly review systems and processes with the team to ensure standards are met and improved.
- Monitor and evaluate service effectiveness including costs.
- Respond constructively to customer feedback and complaints.

Team Management and Coordination

- Ensure prompt and effective response to enquiries and referrals, managing referral allocation and caseload capacity.
- Coordinate, support, and supervise team performance and caseloads.
- Handle team member recruitment and induction with the Corporate Services Manager.
- Organise and lead team meetings.
- Address team training and development needs through supervision and opportunities.
- Manage team performance issues and disciplinary or grievance matters.

Service Development

- Continuously review and improve the services.
- Collaborate with the Business Development Manager on tenders, bids, and grants.
- Track and respond to service demands from legislative changes, ensuring effective responses and resource maximisation.

Training and Support

- Collaborate with Skills for Care and other national development agencies to enhance learning and development opportunities for Personal Assistants.
- Work with the Knowsley Council Learning and Development team on PA training.
- Conduct Direct Payments training sessions for social workers and healthcare professionals.
- Deliver presentations and talks on Direct Payments to statutory, voluntary, and private sector agencies upon request.

General Duties

- Undertake additional duties as directed by the Chief Executive.

Other Information

- The Operations Manager (Contracts) must understand relevant legislation, disability issues, and cultural differences.
- Responsibilities include delivering presentations to various groups and having strong communication skills.
- Numerical skills are needed to monitor and reconcile finances.
- The role requires working under pressure, providing support, information, training, and advice, with self-motivation and flexibility being essential.
- The post holder must commit to Equal Opportunities and Anti-Discriminatory Practice.
- The post holder is expected to familiarise themselves with and adhere to all the organisation's Policies and Procedures.
- The post holder must comply with KDC North West's Health and Safety requirements.
- Continued employment in the role is subject to a clear Enhanced Disclosure and Barring Service (DBS) check.

January 2025

Operations Manager Contracts - Person Specification

Feature Sought	Essential	Desirable	Measure
Qualities and values	<ul style="list-style-type: none"> ▪ Empathetic: Demonstrates compassion and understanding when interacting with clients. ▪ Flexible: Adapts to different situations and client needs. ▪ Non-Discriminatory: Promotes equality of opportunity and challenges stereotypes. ▪ Self-Reflective: Willingness to learn, keep up-to-date, and reflect on practice. ▪ Collaborative: Works well with colleagues and external partners 		Application Form Interview Presentation
Skills and Effectiveness	<ul style="list-style-type: none"> ▪ Ability to manage, lead and support a team ▪ Ability to map and document processes ▪ Excellent written, oral and listening communication skills with the ability to communicate and interact effectively, creatively and sensitively with people who have additional communication needs ▪ Excellent organisational skills and ability to balance conflicting workload priorities ▪ Proficient in using Microsoft packages ▪ Ability to produce relevant reports and presentations ▪ Ability to present information to a range of stakeholders, clearly and concisely 		Application Form Interview Presentation
Knowledge	<ul style="list-style-type: none"> ▪ Knowledge of the health and social care sector ▪ A clear understanding of confidentiality and safeguarding people at risk of harm. 	<ul style="list-style-type: none"> ▪ A clear awareness of statutory employment terms and conditions, rights and responsibilities of both employees and employers. ▪ A clear understanding of the Care Act (2014), and the assessment process 	Application Form Interview Presentation

Feature Sought	Essential	Desirable	Measure
Experience/ Achievements	<ul style="list-style-type: none"> ▪ Experience in a management position ▪ Experience in providing excellent customer service ▪ Experience, either paid or unpaid, of working with disabled people who use community care services. ▪ Experience with job recruitment processes ▪ Experience in managing caseloads and diary 	<ul style="list-style-type: none"> ▪ Lived experience of being a Parent / Family member and/or drawing on local Social Care services. ▪ Experience of Direct Payments service delivery ▪ Experience of Partnership/Coproduction with individuals, families and agencies. 	Application Form Interview
Qualifications/ Professional Membership	<ul style="list-style-type: none"> ▪ Educated to minimum A Level or equivalent 	<ul style="list-style-type: none"> ▪ Social Care Management qualification ▪ CIPD level 3 ▪ Business Administration Level 3 	Sight of Qualifications
Other requirements of the job	<ul style="list-style-type: none"> ▪ Clean driving license with relevant business insurance cover ▪ Willingness and ability to travel efficiently around region to carry out duties. ▪ Commitment to promote choice, independence, rights and inclusion. 		Application Form/ Interview