

MIDDLE MANAGERS' RESPONSIBILITIES – February 2022

| JOB TITLE | RESPONSIBILITIES |
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| STRATEGY | |
| Strategic Manager – Organisational Intelligence | Lead the co-ordination of the overarching organisational change programme of activities, providing progress reports to the appropriate member and senior officer level meetings on a regular basis and seeking to remove potential barriers that hinder progress and resolve issues that emerge. |
| ADULT SERVICES | |
| Strategic Manager Partnerships & Support | <p>To act in the capacity of the strategic lead officer in the establishment and delivery of the IW Place System for integrated Health and Care services scope and in the development of the intended governance and programme outcomes. Provide leadership and direction to secure the successful delivery of a significant programme of cultural change and governance re-design, acting as the interface between the council's public sector partner organisations in order to facilitate public sector transformation and integration on the Isle of Wight.</p> <p>To provide strategic leadership oversight and management to the Business Development and Support Services within Adult Social Care including Deputyship; Wightcare; Community Equipment Service; FACT; and Direct Payments teams to support transformation ensuring models of best practice are adopted.</p> |
| Group Manager – Integrated Discharge Team | To lead on the management of short-term direct services provided by adult social care, including those which fall under Care Quality Commission registration ensuring that they meet the standards required under the Care Standards Act 2000. This includes ensuring that individual managers have an effective system of personal planning for all service users and ensuring that all aspects of the services are continually monitored and that all services work within existing budget and develop and implement efficiencies and improvements |
| Service Manager – Individual Support | To lead, develop and operationally manage the department's mental health services and supports flexibly, efficiently, and within the allocated resources to deliver the highest quality of service provided to ensure a person-centred approach for the individuals we serve. This includes the department's mental health social work service, the Adult Mental Health Professional service and the out of hours duty social work service. The postholder will also support the DASS and the AD Integrated Service Delivery to drive and deliver an integrated health and care service for people with mental health issues in accordance with the IoW Mental Health Blueprint and IoW Health and Care Plan 2019. |
| Service Manager – Strategic Commissioning | To lead, develop and operationally manage the Strategic Commissioning Team within Adult Social care flexibly, efficiently, and within the allocated resources including planning and delivering complex professional organisational commissioning services within the governance framework of the authority. To support the development, management and delivery of Council services whilst managing staff responsible for service delivery / support within the specialist area and ensuring the Council maximises service outcomes in relation to cost. |
| Service Manager – Preventions | To lead, develop and operationally manage the mental health, learning disability and safeguarding services flexibly, efficiently, and within the allocated resources to deliver the highest quality of service provided to ensure a person-centred approach for the individuals Adult Social Care serve. |
| Service Manager – Nominated Individual | To perform the functions required by the Care Quality Commission of the Nominated Individual on behalf of the council. Responsibility for supervising the way that regulated activity is managed at the council's care homes, reablement provision and domiciliary |

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| | <p>care/outreach services. To be the main point of contact with the Care Quality Commission regarding the councils internally delivered regulated activity. To have a detailed understanding of the Care Quality Commission and legal requirements for regulated services</p> <p>To support the development of systems and processes to ensure that the CQC's fundamental standards are met. Provide a focus on key values, attitudes skill and knowledge for all staff within internal regulated services to ensure provision of the best possible care. Embedding good and best practice in everyday service delivery.</p> |
| Service Manager – LD Operations | To lead, develop and operationally manage the learning disability service flexibly, efficiently, and within the allocated resources to deliver the highest quality of service provided to ensure a person-centred approach for the individuals Adult Social Care serve. |
| Principal Social Worker | <p>To work with the Assistant Director and Operational Service Managers in leading the department, ensuring that the structure is appropriate to enable and promote best practice and meet our statutory requirements.</p> <p>To provide professional leadership, advice, guidance and development for social work and social care practice across the Department.</p> <p>To lead the social care workforce in the development and delivery of new ways of working and embed best practice. The responsibility relates to: social workers and social care officers based in our care management functions. To be the Department's lead at regional and national networks, ensuring that the Isle of Wight is seen and experienced as an exemplar of professional practice and practice leadership.</p> |
| Service Manager – Housing Needs | To lead the housing needs service in matters relating to policy development, research, monitoring and service performance and improvement. To ensure that the service manages housing caseloads appropriately and to manage the officers dealing with a range of housing related activities. |
| CHILDREN'S SERVICES | |
| Service Manager – Regional Co-ordinator for Family Hubs | <p>To lead the co-ordination of support to South East Local Authorities (LAs), in conjunction with the Department of Education's national team, and other key stakeholders in order to accelerate the opening of more Family Hubs.</p> <p>To support LAs in development and delivery of consultations and strategic needs analysis regarding early help and family hub development.</p> <p>Provide advice and guidance on influencing key stakeholders, partner agencies (health, DWP, voluntary sector) in development and delivery of family hubs agenda.</p> <p>Have a detailed understanding of appropriate thresholds for early help services and children's social care services with evidence of demonstrating what good looks like in that context.</p> <p>Support the further development of performance management frameworks locally and regionally.</p> <p>Promote the Isle of Wight Family Hub model in regional and national forums, including delivering reports, hosting visits, delivering presentations at key strategic meetings and events.</p> <p>Monitor and evaluate practise ensuring quality provision and value for money in services delivered by team.</p> <p>Promote collaborative and integrated working as a model of service delivery.</p> <p>Work in conjunction with the sector led team to identify further opportunities for development of integrated early help offer, including family hubs.</p> <p>Complete reporting requirements in line with the DfE requirements.</p> |
| Service Manager – IW Operations | <p>Promote equality as an integral part of a role and treat everyone with fairness and dignity.</p> <p>Supervise and manage the Children's Social Care Team.</p> <p>Develop and maintain partnership working including MAPPA, MARAC, CAMHS and LSCB sub groups as directed.</p> <p>Ensuring the Local Authority discharges its statutory responsibilities in respect of Child Protection, Children in Need and Looked After Children</p> <p>Contribute to the development of strategies and policies and implement the agreed strategies.</p> |

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| | Inform commissioning strategy based on needs analysis and other data sources. |
| Service Manager – SEN Service | <p>To provide the management and lead for the Sensory Support, Early Years SEN and Speech & Language Therapy.</p> <p>To lead on providing specialist advice, assessment, consultation, training and interventions for children with SEN/LDD and their families.</p> <p>To provide support and challenge to schools and other frontline services in order to raise the achievement and increase the inclusion of children with SEN/LDD.</p> <p>To develop integrated working processes and service delivery arrangements that dovetail with the services provided within locality teams to ensure children and their families and schools/pre-schools get the help they need at an early stage in the onset of their difficulties.</p> |
| Service Manager – Children in Care | <p>To provide operational and strategic leadership for a range of statutory social care services including children in care and care leavers.</p> <p>To ensure compliance with statutory responsibilities for children and be accountable for the performance and quality of the services within their remit. To maintain a focus on safeguarding children and the appropriate management of risk, across services. To manage resources and service budget.</p> |
| Service Manager – Strategic Development & Commissioning | <p>To be responsible for performance management, quality assurance, strategic partnerships and commissioning across Children's Services, Children and Families branch.</p> <p>Ensure services are developed to deliver high quality services that address demand and efficiencies.</p> <p>Lead and manage Children's Social Care performance management and quality assurance processes.</p> <p>Lead all Children and Families branch commissioning and contract management, maximising efficient use of resources whilst maintaining high quality outcomes for children.</p> <p>Lead joint commissioning arrangements working to develop integrated commissioning solutions for children and families with key partner agencies.</p> |
| CORPORATE | |
| Strategic Manager – Business Centre | <p>To lead and manage all business centre transactional services necessary for the council to conduct its business in the most efficient and cost effective manner possible. Lead on the overall strategy and improvement agenda for business transactions in order to assist in the delivery of significant financial savings for the council and income generation potential.</p> |
| Strategic Manager – Legal Services | <p>To manage the litigation team in providing advice and advocacy on legal issues including planning, licensing, crime, employment, civil litigation, Regulation of Investigatory Powers Act and information law. To manage the corporate information unit and ensure compliance with the Data Protection Act and Freedom of Information Act. To act as deputy monitoring officer and author of the constitution.</p> |
| Strategic Manager – Workforce Learning & Development | <p>To lead, plan and control a range of professional support functions that underpin the successful delivery of the council's workforce learning and organisational development strategies (including Corporate learning and development, Adult and Social Care Professional learning; Early Years Advisory Service and Adult and Community Learning Service).</p> <p>Act in the capacity of the council's workforce and organisational development lead officer in working across the public sector system in the pursuit of the one public sector ethos for the Isle of Wight.</p> |
| Strategic Manager – ICT & Digital Services | <p>To lead and manage the ICT service to support the operational activities of the authority and to develop the service to support the changing organisation in future years. The department provides enabling technologies supporting business change across the authority. Responsible for the overall ICT budget including staffing resource, contracts and centralized ICT equipment and telephony related purchasing. Additionally, responsible for provision of and development of digital services for the council to enable better access to customers and efficiencies through streamlined and automated processes both internally and externally to the organisation.</p> |

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| Strategic Manager – Human Resources | To lead and manage the professional advisory services of the human resource service (including the business partnering team, health, safety and welfare team and the HR support services team). To act as Council’s lead professional advisor on employee relations matters and lead officer in the development and implementation of people management projects. |
| Procurement & Contracts Manager | To lead and manage the provision of procurement and legal advice and the input into all areas of the council’s contracting activity. To lead the design, implementation and development of procurement and contract management strategies and processes. Monitor compliance with the strategies and processes. To identify and develop opportunities for both process and commodity savings. |
| FINANCE | |
| Strategic Manager - Corporate and Technical Finance | To lead the Corporate and Technical Finance function, including the closure of accounts, the production of the statement of accounts, collection fund accounting, capital accounting, technical input to the medium term financial plan including the calculation of the business rates and council tax base and also have management oversight of the Treasury Management function and VAT and tax accounting. Provide a senior management role within Financial Management which requires a broad knowledge of the management of overall council resources in order to deliver key corporate strategies relating to the financial sustainability of the council in the medium to long term. |
| Pension Fund Manager | To lead and manage a full technical finance service to the council including the delivery of required pension fund accounting and governance arrangements, treasury management, capital programme financing and accounting, VAT and taxation statutory returns, production of financial statements and perform the duties of the head of internal audit including acting in the capacity as client to the commissioned internal audit contract provision. To act as professional advisor to the Pension Fund Committee and the Local Pension Boards, for both LGPS and Firefighters Pension Scheme, in developing their work plan and fulfilling their regulatory responsibilities for scheme governance, investment and management. To act as professional advisor to the Audit Committee in developing their annual plan, consideration of internal audit activity to deliver the plan and the reporting of the annual governance statement. |
| NEIGHBOURHOODS | |
| Strategic Manager – Commercial Services | To lead, plan and control the council’s commercial services functions (leisure facilities; One Card; sales and advertising; museums, archives, archaeology and record office; Heritage education service; parking; floating bridge; road crossing patrols; beaches and esplanades; harbours; estuaries; concessions; amenity land hire: beach huts). To lead on the development, co-ordination and implementation of commercial services related projects and initiatives Lead on the development and implementation of an island wide car park strategy enabling the authority to deliver a national and regional policy associated with traffic regulation and acts. Lead on the preparation of business plans and delivery of projects that will support the Island’s Health and Wellbeing Strategy and support the Councils regeneration programme. |
| Strategic Manager – Recreation & Public Open Spaces | To lead, plan and control the council’s Public Realm, Bereavement and Library Services related functions (incorporating Coroner’s and Registration Service, Rights of Way, Parks and Countryside, Environment and Neighbourhood, Libraries, Sustainable Transport and Physical Activity policy development). Lead the development and operation of the Island’s Public Realm, including the commissioning of the Islands Ground Maintenance Contract and development and delivery of Rights of Way Improvement Plans that underpins the development of economic, social and environmental wellbeing of Island residents and visitors. Act in the capacity as the councils lead officer and professional advisor on the development and delivery of the Islands Sustainable Transport policy (walking and cycling) and Physical Activity |

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| | <p>Lead on the preparation of business plans to ensure the successful delivery of projects that will support the Island's Regeneration, Economic Development and Health and Well Being strategies.</p> <p>Lead on the development, co-ordination and implementation of new medical referee legislation across local authority and health sectors.</p> |
| Strategic Manager – Highways & Transportation | <p>To lead, plan and control the council's highways and transportation functions (including contract management; school transport and coastal management).</p> <p>Lead the effective and efficient management of the highways PFI contract, ensuring compliance with the contract and expectations of the contractor.</p> <p>Act in the capacity as the councils lead officer for the operational management of the highways PFI contract and first point of contact with the PFI contractor.</p> <p>Lead the delivery of the council's statutory obligations in respect of its responsibilities as a highways authority.</p> <p>Lead on the co-ordination of highways and transportation related projects and initiatives</p> |
| Strategic Manager – Regulatory & Community Safety Services | <p>To lead, plan and control the council's regulatory and community safety functions (incorporating environmental health, licensing, trading standards, community safety and housing renewal services).</p> <p>Lead the development and operation of strategy and policy for the effective and efficient discharge of the council's statutory regulatory functions.</p> <p>Ensure that there are effective systems in place for the co-ordination monitoring and review of all regulatory functions and any enforcement activity in the delivery of statutory duties</p> <p>Act in the capacity as the councils lead officer and professional advisor on regulatory and community safety matters,</p> <p>Explore, initiate and develop opportunities that promote community safety and cohesion in accordance with identified resident needs and aspirations.</p> |
| Strategic Manager – Waste and Environment | <p>To act in the capacity of lead officer and professional advisor in the operation and management of the council's waste services contract.</p> <p>Lead the oversight of the day to day contract management activities that secure delivery of all required contract expectations. Take the lead on required contract negotiations with the service provider.</p> <p>Take the lead in the development, approval and delivery of strategic options for the council in respect of its responsibilities as a waste authority and for liaising with members and other key stakeholders in this regard.</p> |
| Strategic Manager – Transport and Regen | <p>To be responsible for the development and delivery of corporate and partnership Transport Infrastructure and Regeneration (infrastructure elements) projects and programmes including contributing to the delivery of the Council Plan or allied strategies and plans.</p> <p>To lead a Programme Office providing strategic leadership to project teams, including consultants, specialist contractors and all relevant stakeholders, in the procurement and management of major contracts or multiple smaller contracts, at any or all programme life-cycle stages from initial feasibility to completion and asset handover. This will include the procurement and management of capital works contracts and service contracts.</p> <p>To Manage, monitor and deliver a programme of work programme of major project within allocated resources, including staff, finances and physical resources across the council, to ensure projects are delivered to agreed objectives, timescales, quality standards and performance targets and the appropriate management of risk.</p> <p>To make key decisions and recommendations for a programme of work or major projects including management of risk, negotiation with key stakeholders and appropriate and timely reporting. Work closely with neighbourhoods and regeneration partners, to develop and deliver housing and regeneration activities, initiating, developing and managing effective working relationships to embed proactive, professional and technically sound solution focused management to achieve agreed outcomes.</p> |

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| | To be responsible as one of the service management team in Neighbourhoods and Regeneration directorates for developing and delivering a flexible and agile workforce and fostering/encouraging an increasing commercial focus whilst retaining a public sector ethos, applying a robust delivery focussed leadership approach for implementation and performance management. |
| Deputy Strategic Manager – Highways & Transportation | To act as the Deputy to the Strategic Manager for Highways & Transport in managing the Highways CMT and strategic Transport functions. To act as the Traffic Manager and Deputy Contract Manager (Highways PFI Contract) in support of the Strategic Manager forming a key part of the Senior Contract Management Team (SCMT). To fully understand the Highways PFI Contract with the Service Provider and provide advice for all issues related to contractual matters to the wider Highways CMT and the Strategic Manager. Working with the Service Provider to ensure the day to day operations on Island highways network run smoothly with minimal disruption to the public. |
| PUBLIC HEALTH | |
| Service Manager | Provide senior management leadership to the IOW Public Health Team as part of a joint leadership arrangement with Hampshire County Council, for a period of 3 months in the first instance with a possible extension whilst the partnership further progresses. To act as the operational lead for the team supporting local action on Public Health matters. To oversee and manage the day-to-day operations and work flow of the IOW Public Health team. Based with the IOW and Hampshire teams spending time in each across the week to ensure appropriate join up and knowledge sharing. Provide specialist Public Health advice with the consultants in public health to ensure that there is a co-ordinated and evidence-based approach to programme implementation and delivery. Take lead responsibility for the implementation, commissioning, delivery and performance of key public health programmes across the Isle of Wight to improve the health of the population and reduce inequalities in their health, reduce the burden of long-term conditions and address the wider determinants of health. |
| REGENERATION | |
| Strategic Manager – Planning & Infrastructure | To lead, plan and control the council's planning related functions (incorporating planning policy, development control and building control). Lead the development and operation of the Island Plan as a key enabler that underpins the development of economic, social and environmental wellbeing of Island residents Act in the capacity of the councils lead planning officer and professional advisor on planning policy and development matters Leading on major development projects identified within the Island's regeneration strategy |
| Senior Property Manager | To act as the lead officer for the management and development of the council's property portfolio, ensuring that its use is continually aligned to support the council's agenda for regeneration and economic growth and the most effective delivery of its service responsibilities. To identify and develop opportunities for the use of the council's asset base as a catalyst for regeneration or service transformation in order to contribute to the council's overall financial sustainability. To develop and manage strategies that deliver successful commercial outcomes through strong and effective direct council investment and partnerships across the council and with the public, private, voluntary and community sectors. |
| Building Control Manager | To lead and manage the Council's Building Control section, to ensure that a competitive, efficient, effective and high performing quality of Building Control service is provided in accordance with Policy and Legislation. To provide expert advice and to be responsible for developing policies and strategies relating to Building Control. |