



Cumberland Council

Post Specification

Date	April 2024
PG Number	6546
Post Title	Service Manager – Health and Social Wellbeing System
Job Family	Organisation Support
Job Family Role Profile	OS18i
Final Grade	Grade 18

To be read in conjunction with the job family role profile

Service Area description
Health and Wellbeing Team within Health and Care Directorate.
Purpose of this post
<ul style="list-style-type: none">• This is a high profile role leading and co-ordinating the Health and Social Wellbeing system for Cumbria. Working with staff, elected members, partners, and colleagues at all levels of the Council to drive the development and successful delivery of the Health and Social Wellbeing system including the development and delivery of the Health and Wellbeing Coach Service.• A key element of the role will be to constructively challenge the way in which the Council currently operates, taking an evidenced based approach to leading change that ensures services remain customer focused, innovative and efficient.• The role will involve working in partnership with external organisations to give direction to other services within the system, and establishing policies and processes for the integration of planning and activity between different services.
Key job specific accountabilities
<ol style="list-style-type: none">1. Lead the development and delivery of key the Health and Social Wellbeing System within the Council's overall Health and Wellbeing plan, taking responsibility for engaging staff across service areas within our 'one team' culture aligned to our corporate behaviours.2. Research national best practice to identify and promote appropriate options for Cumbria by taking a structured approach to the development and delivery of the Health and Social Wellbeing system.3. Manage individual project and wider programme reporting in accordance with agreed governance. Prepare and deliver progress updates to Assistant Directors, Corporate Directors, Directorate Management Teams, Corporate Management Team, Cabinet, Local Committees and Full Council at both strategic and operational levels, with action plans in place promptly to manage any slippage.4. Help to develop the skills of the Health and Wellbeing team and wider teams across the Council by sharing experience and expertise, creating opportunities for others to contribute to the work.5. To ensure the delivery of key targets for the reduction of demand on health and care services through establishing and monitoring targeted prevention activity.6. To lead and manage the Health and Wellbeing Coach Team and other staff associated with the development of the Health and Social Wellbeing System.7. To ensure that Place Based health and wellbeing services are delivering maximum value for money through development of close partnerships with, and contract management of, the Managed Service Provider; ensuring regular reviews of performance of these services; and putting forward proposals for changes to grant allocations.8. To ensure that appropriate systems and processes are established to enable monitoring of activity and delivery of financial savings associated with system activity, and to report on these as required.9. To ensure that appropriate systems and processes are established to enable monitoring of activity and delivery of financial savings associated with system activity, and to report on these as required. <p>Annual targets, support mechanisms and opportunities for personal development will be discussed during the appraisal process.</p>
Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post	
Budget Responsibilities	<ul style="list-style-type: none"> Overall budgetary responsibility for approximately £6 million (including HAWC staffing). Of this approximately £1 million is held by a Managed Service Provider and distributed as grants; this post remains responsible for ensuring that this budget is spent as effectively as possible.
Staff Management Responsibilities	<ul style="list-style-type: none"> Management responsibility for 30-35 staff, mainly exercised through line management of two Team Leaders.
Other	<ul style="list-style-type: none"> Responsible for demonstrating the delivery of savings to social care services of £3 million per year through prevention activity.
Essential Criteria - Qualifications, knowledge, experience and expertise	
<ul style="list-style-type: none"> Qualification in public health or related discipline desirable Extensive experience of leading and motivating teams to deliver services to individuals Extensive experience of leading change in a partnership environment Extensive experience of managing in a political environment Experience of successfully developing and implementing a Health and Wellbeing system or project and the ability to work collaboratively and influence others to achieve agreed outcomes. Experience of working in or with senior managers of a Local Authority or other large and complex organisation, including motivating and managing multi-disciplinary teams, people management, change management, strategic planning, and performance management. Evidence of formulating, leading and implementing strategies, which cross service or professional boundaries. Including evidence of delivering outcomes in collaboration with others. Experience of leading cultural and behavioural change in support of new ways of working, to improve the experience or outcomes for the customer. Highly developed communication, challenge and negotiating skills with the ability to engage with a wide range of audiences. Clear commitment to excellent customer service. Well-developed analytical and problem solving skills, including the ability to coach others in these. Relevant degree, or equivalent training in related discipline or significant experience in a similar role. 	
Disclosure and Barring Service – DBS Checks	
<ul style="list-style-type: none"> This post does not require a DBS check. 	
Job working circumstances	
Emotional Demands	<ul style="list-style-type: none"> Some requirement to support staff dealing with complex and vulnerable individuals and to take decisions that will impact on outcomes for such cases
Physical Demands	<ul style="list-style-type: none"> Predominantly office based, with minimal physical demands
Working Conditions	<ul style="list-style-type: none"> Rotational weekend “on call” duties Predominantly office based but required to travel around and occasionally outside the county to varied Council or partner office and service delivery sites
Other Factors	
<ul style="list-style-type: none"> 	