

ROLE PROFILE

Job family	Leadership
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Role profile number and grade	L2
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Role purpose:

Roles at this level are responsible for the corporate management of a wide range of major council services or a significant statutory function (with delegated powers), with responsibility for setting the vision, strategic policy direction and leadership, as well as having accountability for operational management and financial control.

Roles at this level have a significant responsibility for fulfilling long term business plan priorities with full accountability to deliver these and to resolved conflict of priority

Directors are part of the Council's Extended Leadership Team and support the Cabinet and Corporate Leadership Team to achieve the aims and desired outcomes of the Council.

Roles at this level provide tactical, strategic and operational advice and recommendations to the Chief Executive and Corporate Directors, Cabinet Member, elected Members and relevant committees in respect of the services and functions within their area of responsibility

Roles at this level report to a Corporate Director or to the Chief Executive.

Factor	Relevant Job Information
Indicative qualifications	<p>Degree in a subject relevant to the role or able to demonstrate equivalent knowledge, skills and experience.</p> <p>Relevant professional qualification at a post graduate level</p> <p>Licence / certificate / qualification where required for statutory role</p> <p>Management qualification or equivalent experience</p> <p>Programme management qualification or able to demonstrate equivalent knowledge, skills and experience</p>
Knowledge, skills and experience	<p>Roles at this level require self sufficiency in a technical or specialised field gained through wide experience of concepts/principles, wide exposure to complex practices and authoritative command of operations and functions. This includes:</p> <ul style="list-style-type: none"> • Expert functional knowledge and/or providing significant advice with impact across the council. • A broad knowledge and understanding of the services impacted by the service/function and across the council • Proven extensive senior management experience of managing a range of services and functions at a corporate strategic level • Substantial experience in both strategic and operational management across a range of services and functions within a large and complex organization • Substantial understanding of the council's people strategy to ensure effective workforce development in order to achieve service and council wide objectives • Experience of working in a political environment and managing political challenges to the direction of the function or services. • Substantial understanding of local government and the local, regional and national context • Substantial understanding and experience of delivering services that impact on the local community and partner organisations, and managing challenges to the direction of these services • Ability to deliver and support successful cultural and organisational change programmes with impact across the council • Effectively handling challenging & complex situations which have wide ranging impact and reputational risk for the Council • Leadership of high profile innovative projects which have wide ranging impact and reputational risk for the Council

	<ul style="list-style-type: none"> • Significant budget management experience across a range of services and functions.
Accountability for Budget	<p>Roles at this level have a major impact/effect on the overall results of the organisation and Wiltshire communities, encompassing a substantial portion of the organisations' income, expenditure or resources.</p> <p>The nature of the impact of the role is contributory with significant impact and influence in advising or facilitating services for use by senior management in taking decisions across the council including impacting upon Wiltshire communities and partner organisations.</p> <p>Leads a senior management team across a range of service areas and functions, each responsible for significant resources and operational/strategic delivery.</p> <p>Delegated budget lead to monitor and control the budget of significant council service(s), a range of major functions or a statutory function.</p> <p>Will have influence on significant expenditure across council, partner services and Wiltshire communities</p> <p>Impact on whole council gross budget (spend) circa £872 million</p> <p>Impact on partner organisations budgets and the economy of Wiltshire</p> <p>County population is around 470K</p>
Problem solving	<p>Roles at this level will be responsible for setting major functional policies and/or determining the direction and overall shape of a major function or range of services. Through the senior management team will influence the development of major policies that impact across the whole of the council, and on Wiltshire communities and partner organisations.</p> <p>Directs/sets the direction through senior management the implementation of required corporate change in the service/functional area, across the council, Wiltshire communities and/or partner organisations</p> <p>Directs/sets the direction of the development and implementation of service/function strategies and make a significant contribution to the development of corporate strategies and business plans</p> <p>Sets the direction for the design, development and implementation of complex solutions within the identified area which serve the council's vision, goals and core values, involving the application of significant council resources across the council, Wiltshire communities and/or partner services</p> <p>Sets new standards for innovation in the commissioning and delivery of services</p> <p>Maintain the integrity of the service/function and culture of continuous improvement, ensuring increased functional capacity across the council and partner organisations.</p> <p>Pro-actively identifying corporate, and service risks, and ensure action is taken to mitigate these</p>
Nature of contacts	<p>Directly or through nominated senior management team, direct and oversee all activities of the services and functions, and more widely across the council, Wiltshire communities and partner organisations.</p> <p>Influence, advise and make recommendations to members, chief executive, directors, heads of service and equivalent levels in external bodies, private sector and partner organisations regarding complex situations that have high risk and reputational impact across the council.</p> <p>Work with other public bodies and other relevant partners/organisations to support Wiltshire's communities, through services and activities that address local concerns and that foster social capital and 'resilient communities'</p> <p>To represent the council and co-ordinate policy and practice on a local, regional and national scale</p> <p>Manage relationships with key stakeholders and delivery partners including consultation on complex political / strategic / commercial issues that have high risk and reputational impact across the council, Wiltshire communities and partners</p> <p>Provide service/functional direction, expertise, advice and support often in response to complex issues across the council, Wiltshire communities and partners including external stakeholders and suppliers etc.</p> <p>Sponsor and lead working groups and project teams, likely to be cross service/council/partners or external at a regional or national level.</p> <p>Engage with stakeholders to seek and explore innovative opportunities for collaborative working within and across function, services, Wiltshire communities and/or with partners</p> <p>Establish and lead partnership working with internal / external services / organisations and liaise with national bodies.</p> <p>Managing complex situations which can be contentious and have the potential to cause significant reputational issues for the council.</p>
Additional duties	<p>Postholders are required (subject to the provisions of the Working Time Regulations) to work the hours that are necessary to do the job, including evening and weekend work and attendance at</p>

	meetings out of office hours. This includes being on standby or call out to respond to emergency situations.
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary

ROLE DESCRIPTION

Role description:	Director of Ageing & Living Well
Role profile family:	Leadership
Number of posts:	1
Role profile number and grade:	LSL2-2083
Service/Team:	Adult Care
Reports to:	Corporate Director - People

Job Context

Directors are responsible for the corporate management of a range of major council services or a statutory function, providing strategic policy direction and leadership, operational management and financial control. They support the cabinet and corporate leadership team, to achieve the aims and desired outcomes of the council, Wiltshire community and partners.

In this role you will be a Deputy Chief Officer as defined in the Local Government and Housing Act 1989 and referred to in the Localism Act 2011. This means that you will support the Chief Executive in the overall corporate management of the Council. Part 3 of the constitution is the scheme of delegation that sets out the responsibility for functions and decision making that also apply to the role of Director.

Job Purpose

As a member of the senior leadership team you are expected to:

- Work jointly with the whole senior leadership team and in support of the Corporate Leadership Team to achieve the council's priorities and goals, contributing to the wider strategic long-term development of the Council and the implementation of the Council's business plan.
- Ensure all elements of Our Identity are embedded across your services so that they are focused on making a difference and delivering the best outcomes for our residents.
- Ensure service structures are developed based on customer/resident needs and that services are developed and delivered to meet emerging and revised council priorities and re-defined customer expectations.
- Ensure effective financial and operational management of all services and functions within your areas of responsibility and take joint responsibility as part of the senior leadership team for delivering the whole council budget and savings, taking a corporate and joined up approach alongside robust and reliable service financial management.
- Ensure effective partnership and stakeholder relationships across all services and functions within your areas of responsibility.
- Ensure service planning is shaped by and takes into account the council's key strategic plans and manage service performance through the accountability of your senior management team, allocation of resources, management of risks, and strong, inspirational leadership.

- Ensure a whole council approach is taken to corporate parenting.
- Directing the service response in the event of an emergency

Key duties include:

- Develop relationships both internally and externally to maximize opportunities for collaboration and integration;
- Ensure service planning is shaped by, and takes into account the council's key strategic plans including:
 - The business plan
 - The financial plan (MTFS) and annual budget
 - The people strategy
 - The digital strategy
 - The local plan
- Provide advice and recommendations to the wider corporate leadership team and elected Members on significant policy decisions or complex and contentious matters within your service areas and areas of expertise;
- Contribute to the corporate management of the strategic risks facing the council;
- Represent the council at regional/national level within your services areas and areas of expertise;
- Promote and exemplify robust decision making which is open, inclusive, flexible and responsive;
- Grow an outstanding workforce with a can-do attitude, supported through clear career paths and development linked with robust talent and performance management;
- Embed a culture that places customers first, adopts a can-do approach and focuses on good outcomes in our communities;
- Drive the council's staff engagement culture and demonstrate the behaviours expected across the organisation;
- Ensure a whole council approach is taken to corporate parenting.

Service area responsibilities:

- Lead a range of social care services that deliver a strengths model, maximize independence and focus on well-being. To ensure that safeguarding procedures are in place to support and protect vulnerable people. To ensure that the Council performs its statutory duty in relation to the provision of Adult Social Care services, ensuring that statutory responsibilities within this area are fulfilled.
- Provide strong leadership focused on creativity and ensuring the best possible outcomes for vulnerable people.
- Key responsibility to work in conjunction with partners in the health and social care system, to improve services for people that require them. This includes working within BSW Integrated Care System (ICS) to ensure collaboration and alignment within the system.

They will have responsibility for:

- Advice, Contact & Prevention service

- Financial Assessments & Benefits team (FAB)
- Reablement
- Hospital Social Work teams
- Supporting people with long term needs
- Housing Operations

Service areas currently reporting to this post are:

Ageing Well

- Responsibility for negotiations with central and local bodies on targets across Health and Social Care identified in the Local Agreement for Wiltshire, NHS Local Delivery Plans and the Corporate Plan, with a keen focus on:
 - ensuring the flow across the health and social care system prevents people being delayed in hospital and ensuring they return home with appropriate support to maximise their independence
- Ensuring that discharge to assess agreements and processes are in place to support customers through support from Reablement and hospital discharge teams

Living Well

- Responsibility for ensuring that customers with long term social care and hearing and vision needs are supported and that statutory responsibilities under the Care Act are fulfilled
- Ensure that advice, support and prevention at the front door to adult social care is in place to ensure a focus on building resilience and supporting independent lives
- To liaise and work with the Director of Assets & Commercial on Housing matters relevant with the HRA, and in liaison with the Head of Housing People operations to take the necessary action to provide the direction for the use of HRA stock to prioritise the vulnerable citizens and residents

Housing Operations

- Lead the strategic approach for Housing operations that reflects Wiltshire communities.
- In conjunction with partners, ensure that a housing operations service performs its statutory duty in relation to homeless/advice and allocations

Have professional supervision and oversight of the Principal Occupational Therapist (POT). Line management will remain with Head of Service Performance, Outcomes & QA Childrens and Adults.

- Along with the POT have responsibility for the provision of professional leadership and support to qualified and registered occupational therapists to ensure that their practice uses strengths based approaches which maximise independence and focus on well-being
- Ensure that the Council identifies and delivers best occupational therapy practice

Key service related duties include:

- To ensure that the ageing well, living well and housing operations aspects of all corporate and service decisions are considered, and having overall decision making responsibility for ensuring consistent and high quality outcomes related to these areas.

- Dealing with complex and contentious issues in relation to ageing well, living well and housing operations.
- Ensure that ageing well, living well and housing operations services are designed to deliver the council's vision, values and priorities in the business plan with the community of Wiltshire placed firmly at the centre of this vision.
- To facilitate and enable transformational change across the organisation through timely and relevant activities and interventions.
- Lead the development, delivery and on-going review and communication of ageing well, living well and housing operations–, policies and strategy, aligned with the vision of the council and the priorities and aims of the business plan.
- Lead and provide oversight of the work of the service areas ensuring the setting of targets, identification of priorities, succession management and performance management.

Professional responsibilities of this post:

- Lead role as “Responsible Individual” for Wiltshire Council under the Care Standards Act.
- Lead role to ensure adherence to the Care Act (2014) which introduced a universal duty to prevent, reduce and delay needs arising for everyone living within a local authority area.

Dimensions

Type of budget	Direct	Indirect	Responsibility	Amount / Cost
Operational budgets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Direct service budget	£80m approx.
Council Revenue budget	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Contributory impact on spend	£876m (gross budget)
Staffing			Employees directly managed will be senior management teams each responsible for significant resources and operational/strategic service delivery	

Please describe any national performance standards or statutory/legal responsibilities applicable to this role:

N/A

Person Specification

In addition to the qualifications, knowledge, and skills required for roles at this level, this role requires:

- Social Work or Occupational Therapy professional qualification
- Postgraduate degree in management is desirable or equivalent management experience

- Evidence of post qualification personal and professional continued development.
- Substantial experience of managing operational adult care services in a large and diverse organisation.
- A knowledge and understanding of commissioning and its role in adult social care operations.

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input checked="" type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as an MEP, as a member of the Scottish or Welsh Parliaments. The job holder is furthermore not permitted to canvas on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	<input checked="" type="checkbox"/>
<p>This role is not politically restricted</p>	<input type="checkbox"/>

Professional fees and related occupational costs	
<p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p>	<input checked="" type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
<p>This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input checked="" type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check</p>	<input type="checkbox"/>
<p>The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>
Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input checked="" type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input type="checkbox"/>
Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input checked="" type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>