

**Manchester Local Care Organisation  
Role Profile**

**Social Care Systems Hub Operational Manager, Grade 10**

**Adult Social Care Directorate  
Reports to: Service Manager Systems Hub**

**Job Family: Project and Programme Management**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City. By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

The role holder will develop, manage and successfully deliver complex, high value-projects and initiatives, taking direct responsibility for the successful delivery of all elements to agreed levels of time, budget and quality.

The role holder will manage, deploy and co-ordinate resources effectively, ensuring that project / initiative necessities are fully identified, including staffing, financial and ICT requirements.

The role holder will ensure that change is managed effectively by working with relevant project teams and key stakeholders within the business.

**Key Role Accountabilities:**

Provide strong leadership to project resources, framework partners and consultants, defining work, ensuring deadlines are understood and adhered to and that project objectives are clearly articulated and understood.

Manage the successful delivery of a range of highly complex projects and initiatives on time, to budget and of the right quality (using with the City Council's standard project

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methodology where appropriate), ensuring that regular reporting arrangements are in place to keep project boards and key stakeholders informed.

Proactively utilise business management tools and solutions to effectively manage resources and individual project budgets and expenditure forecasts ensuring delivery of the project to an agreed budget and providing updates on a regular basis. Effectively manage project risk through effective analysis, mitigation and contingency planning.

Deliver a range of fully assessed options for resolution of highly complex issues in order to drive effective decision-making, monitor interdependencies and risks between projects and escalating risks of potential conflicts where necessary.

Develop and maintain effective relationships with senior officers and other key stakeholders, ensuring clear and effective channels of communication. Maintain control of scope through an effective change control process, consulting with key stakeholders as necessary.

Accountable for the management of all project documentation, including effective record keeping and version control of project documentation.

A strong and clear advocate for the organisation's *m people* approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

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## Role portfolio:

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The Systems Hub Operational Manager will be responsible for the day to day operational running of the Social Care Systems Hub as directed by, and in collaboration with the Service Manager, including line management of the team and delivery of a high-quality service to stakeholders.

The Systems Hub Operational Manager will be required to provide a proactive and responsive service to stakeholders and build effective working relationships to support other services, including Social Care, Contracts & Commissioning, Brokerage, Finance and ICT colleagues. This includes managing change requests and user support/training.

This will include but is not limited to responsibility for maintaining the Liquid Logic Adults System and Adults\* ContrOCC system configuration, dictionaries, service levels, contract trees, provider portal, derivation rules and testing & developing the system functionality to deliver efficient workflows across services, working with ICT colleagues to ensure system developments are successfully introduced..

*\*may include Childrens and Population Health Services in the future*

The role holder will:

- Directly manage The Systems Hub Team members
- Lead working groups looking at wider service developments and system improvement.
- Have a good understanding of Project Management to be able to plan and deliver work tasks effectively to agreed timescales and scope.
- Provide effective management and coordination to a range of managers and staff, deploying resources effectively to meet demand and ensuring the provision of high-quality performance information that supports the Directorate in achieving its agreed business priorities and objectives in alignment with corporate strategies.
- Work collaboratively with a range of key stakeholders to consistently embed digital and system practices across the city, ensuring a holistic approach to remove blockages, resolve issues and ensure the Council's duties are met effectively and efficiently.
- Lead on service development areas including the planning and implementing of new projects and initiatives improving service performance and customer outcomes.
- Lead on workforce development to ensure that staff at all levels are appropriately qualified and trained to deliver a high-quality service which is person centred, customer focused and improves outcomes.
- Represent The Systems Hub and the department in service development with other key stakeholders both internally and externally

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## Social Care Systems Hub Operational Manager - Key Behaviours, Skills and Technical Requirements

### Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

### General Skills

- **Communication Skills:** Evidence of thinking cross-functionally and cross-organisationally, beyond one's own professional areas of specialism and the ability to conceptualise new, collaborative ways of achieving shared goals.
- **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
- **Planning & Organising:** Excellent time management skills to ensure work of team/service completed within deadlines and to agreed standards.
- **Problem Solving & Decision Making:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
- **Strategic Thinking:** Evidence of thinking cross-functionally and cross-organisationally, beyond one's own professional areas of specialism is important as is the ability to conceptualise new, collaborative ways of achieving shared goals.
- **People Management:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.

### Technical Requirements (Role Specific)

- Preferred experience of working with the ContrOCC system and Liquid Logic systems in a Social Care environment
- To have experience of project management delivery and experience of managing technical changes within complex systems.

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