

## Head of Provider Services

## Role Profile

<b>Service:</b>	Provider Services - Adults & Wellbeing Directorate
<b>Band:</b>	SM4C
<b>Reporting to:</b>	Director of Commissioning and Provider Services
<b>Responsible for:</b>	Registered Managers (Ascot House, Better Care at Home & Supported Living) and Adaptations Team



**TRAFFORD**  
COUNCIL

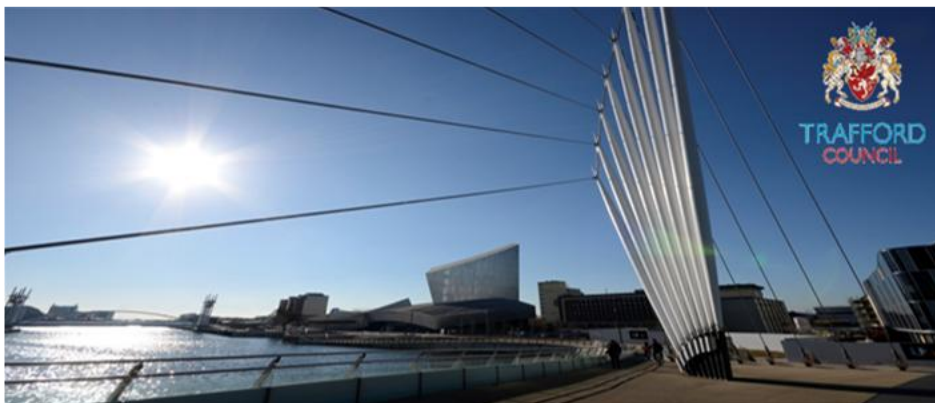
## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities thrive***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Overview

As Head of Provider Services, you will be responsible for the strategic leadership and operational management of care services across a range of settings to ensure an outstanding level of care and support is provided. The portfolio comprises of several in-house, high performing, person-centred, outcome-focussed Care Quality Commission (CQC) regulated services delivered in the community. The services, all rated as 'Good' by CQC, support people to live as independently as possible include Intermediate Care, Reablement and 24 hour Supported Living.

You will also be responsible for the management of the Adaptions Teams and ensure an innovative and consistent offer that meets the needs of residents that require adaptations to enable them to remain in their own homes regardless of tenure.

You will Promote Trafford's vision, objectives and priorities effectively to staff, partners and the public and inspire others by role modelling our organisational values at all times. You will promote a culture of fostering innovation, value for money and outcome-based customer focus.

### Your Main Priorities

- Provide strategic and operational management in the delivery of Provider Services & Adaptations Team and drive positive cultural change across the services, embody and promote the commitment to ensure the safe, effective, caring, responsive and well led provision of service.
- Be accountable for the effective use of resources including the delegated budgets across Provider Services and ensure accurate systems of financial control are maintained and regularly reported on, demonstrating value for money in the delivery of its services.
- Lead on safeguarding and quality assurance within directly provided services, ensure high levels of safeguarding knowledge and awareness within the relevant services, and that safeguarding processes are complied with and that the person concerned is kept central to any process.

- Lead and manage the development of services for residents of the borough, with a focus on improvement, best practice and high standards to meet the changing needs of our residents.
- Work positively and collegiately with colleagues on the Departmental Management Team (DMT) and make a proactive contribution delivering departmental and corporate objectives.

### **Key duties**

- Ensure that robust systems for risk assessment, service planning, performance measurement and improvement in regulated and directly provided services are implemented and reviewed regularly.
- Lead, co-ordinate, manage and review all quality related assessment programmes, including the Commissioning i-Tool and Provider Services Quality Assurance Framework (AQSF) and self-assessment tool (SPARQ).
- Foster a high-performance culture within the service ensuring efficiencies are maximised and continuous improvement occurs.
- Analyse and interpret insight, intelligence, and data to ensure that decisions are intelligence led and evidence based and that this informs the future shape, design, and activity of Provider Services.
- Lead on the development of new service requirements created by legislative, strategic or those identified through co-production with residents.
- Lead on culture and workforce change processes and initiatives to deliver strategic objectives and priorities, to support delivery of efficiencies, savings, flexibility and change within the service offer and workforce.
- Foster regular and positive engagement with all key stakeholders and work together with residents, service users and carers as appropriate to understand their requirements to shape and deliver excellent services in place, ensuring a consistent feedback loop to enhance service quality and continuous improvement.
- Ensure the provision of high-quality care services that promote the independence, health and wellbeing of people who use the services and their families. Work with partner agencies to develop joint approaches that are outcomes focussed and evidence based.
- Promote and lead the development of a continuous improvement and learning culture, mentor and support managers and teams to develop a culture of personal ownership and accountability for delivering outcomes.
- Lead in the transform of services to ensure sustainability in the face of changing user and regulatory requirements and taking advantage of technological innovations.
- Ensure that Care Services are compliant with statutory and regulatory requirements, acting as Lead Professional Officer on operational matters relating to Care Quality Commission (CQC) standards and requirements for Provider Services.
- Interpret relevant national and regional policies ensuring that operational delivery reflects best practice, ensuring the service is prepared for the ongoing CQC assurance cycle.

- Ensure that Provider Services comply with all relevant corporate policies and lead on the development and implementation of local policies, procedures, and operating guidance.
- Deputise for the Director of Commissioning and Provider Services when required.

## About You

### **Qualifications and Professional Development**

- Bachelor's/master's degree or equivalent professional qualification relevant to the role. Or equivalent demonstrable experience in a relevant leadership role which can be evidenced
- Evidence of continuous professional development of self and others

### **Experience and Knowledge**

- A proven track record of successful strategic leadership within an organisation of comparable scope and complexity with a developed understanding of the issues facing Adults
- Experience of working within regulatory services and ensuring their compliance
- A proven track record of leading, motivating and managing multi-disciplinary teams, including the establishment of a positive performance culture that has delivered effective performance and continuous service improvement
- A proven record of success in leading and championing organisational and cultural change, creating organisational development programmes and effective working with staff, trade unions and other stakeholders
- Evidence of successful resource and financial management, including evidence of the resolution of conflicting priorities, formulating budgets and applying rigorous monitoring and control procedures
- Experience of developing/contributing to strategies, policies and processes that improves service delivery and outcomes
- Demonstrable experience of working with a diverse set of stakeholders to provide support services to vulnerable people
- Detailed understanding of the legislative frameworks and statutory requirements relating to adult social care services and community-based services and proven track record of success in a front-line service delivery environment
- Knowledge of project management methodologies and techniques and their application in a business context
- Knowledge of inspection regimes and quality assurance mechanisms

- A clear understanding and knowledge of the workings of local government, including its legal, financial, social and political context, political processes and the current issues faced in a multi-cultural area

### **Skills and abilities**

- Ability to operate at both a detailed and strategic level – maintaining an attention to detail whilst focusing on the important issues
- Ability to be innovative, creative and think through issues and problems not dealt with before and to bring them to an appropriate conclusion
- Ability to develop credibility with leaders and staff at all levels and manage multiple stakeholder relationships effectively
- Adept at proactively collaborating, engaging, influencing and negotiating with various stakeholders at all levels of the organisation to deliver projects/behavioural change to achieve desired results and outcomes as necessary
- Ability to adopt a pragmatic, creative and solution-focussed approach to complex problems/issues; gathering, analysing and drawing conclusions; developing business models to investigate options/solutions and their viability; evaluating risk against a shifting background
- A proven track record of using complex data to make informed business decisions
- Effective presentation, communication and interpersonal skills and the ability to apply these effectively to a variety of audiences, tailoring content, style and delivery as appropriate
- Able to use new technologies in improving services, and modernise working processes
- Ability to interpret national policy for local delivery and implementation

### **Special Conditions**

- Willing and able to travel to/work flexibly at different sites across Trafford Borough
- Enhanced DBS & Adults Barred Check List required
- Politically restricted
- Unsocial hours/weekend work may be required

Date prepared/revised	3.9.25 / finalised via consultation 28.10.25
Prepared/revised by	C Walker/T Sefton/R Pollard
Job Evaluation	HAY Evaluation August 25 (CG/RP)

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.