

Job Description and Person Specification

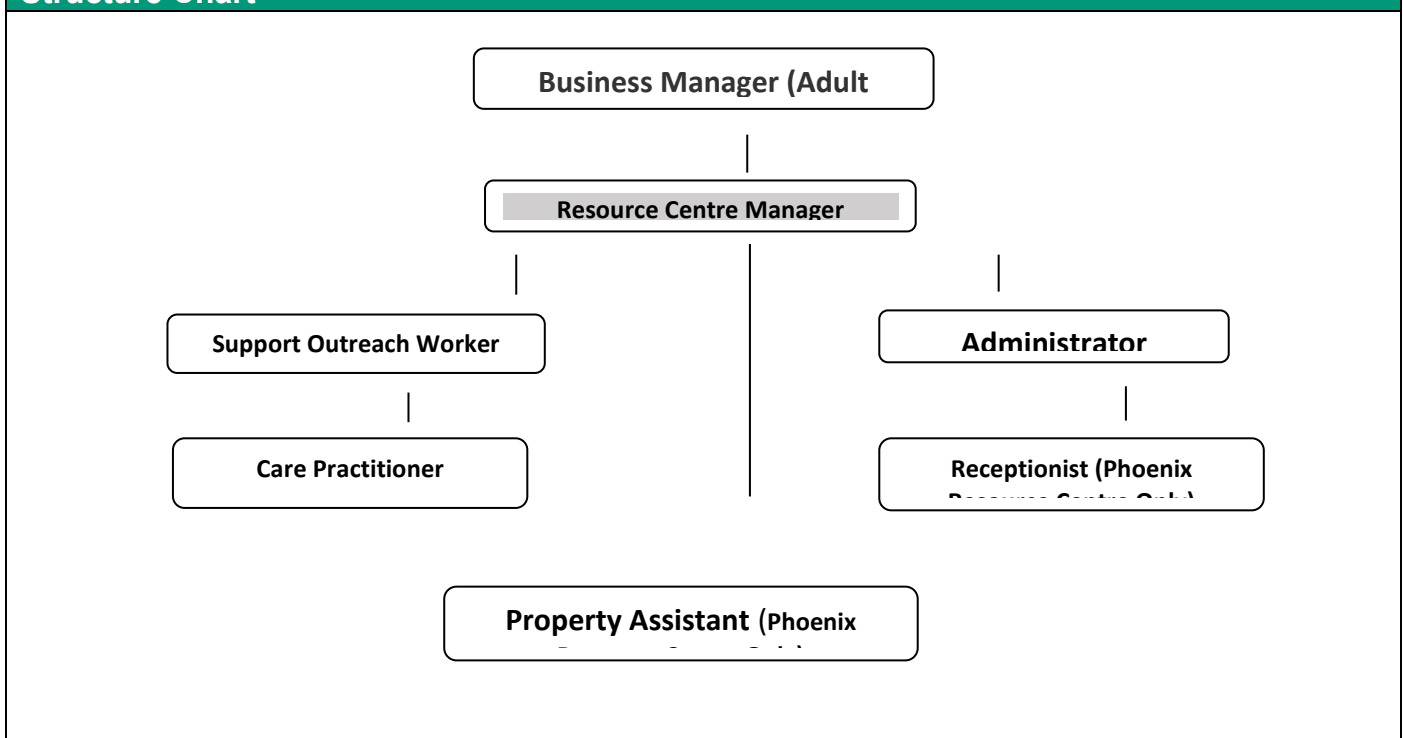
Job title:	Resource Centre Manager
Directorate:	People
Service:	Adult Social Care
Team:	Responsive Care Providers – Day Opportunities
Post number:	
Salary grade:	
Work location:	Greenfield House
Reports to:	Service Manager
Supervises:	

Job Purpose

To ensure that all services offered in the centre and in the community meet Adult Social Care principles of enablement, maximising independence and self-directed support.

- Manage the day to day operations of the resource centre/day opportunities, including role of Responsible Person.
- Ensure that the services offered provide value for money and are of high quality.
- Responsibility for promoting the vision and values of the West Berkshire Council Pan-Disability Services on the principles of Valuing People.
- Taking the lead in other areas of Operational Management as appropriate to the job role in partnership with senior management team.
- To support the Service Manager as directed with the responsibility for the ongoing development of learning disability services.

Structure Chart



Main Duties and Responsibilities

- To ensure that all services operating in the centre and in the community meet the individual needs of service users
 - To ensure that service users are regularly consulted and that the support provided meets their needs
 - Ensure the services are compliant with legal and regulatory requirements
 - Ensure robust mechanisms are in place for service user consultation and customer feedback.
 - Resolve customer service problems and monitor and review any service improvements.
 - Build on the organisation's understanding of its market and customers and how they may also access and use the resource centre that you manage.
-
- Understand the environment in which the service operates.
 - Implement a business plan to support market development opportunities linked to the centre.
 - Responsible for effective financial management and control against allocated budgets through regular monitoring and production of reports
 - Build, maintain and develop productive working relationships with external partners
 - Write policies and procedures in line with West Berkshire Council requirements.
 - Promoting and demonstrating clear communication with staff and others within the council and well as externally and other stakeholders.
 - Understand the change agenda and how that impacts on the running of the resource centre.
 - Plan, lead and implement change within the resource centre as required
 - Continuously review opportunities to improve the efficiency and effectiveness of the team including the delivery of continuous improvement.
 - Build, maintain and develop productive working relationships with external partners
-
- Provide direction, advice, guidance, leadership and motivation to staff within the team.
 - To provide regular supervision and support to staff and ensure that all staff receive full induction, supervision and an annual appraisal
 - Effectively manage the performance of staff including monitoring absence, by implementing Council policies and procedures
 - To ensure that all staff are offered opportunities, relevant to their role, for ongoing training and development
 - To ensure the correct competences (skills, knowledge, abilities, experience) are present in the teams through effective recruitment and induction of staff.
-
- Embed the Council's agreed Risk Assessment practices throughout the centre.
 - Promote equality as an integral part of the role, treating everyone with fairness and dignity.
 - Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
 - Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

- Responsible for the relevant Resource Centre budget which covers staffing, customer and premises budgets:
 Greenfield House - £
 Phoenix Centre - £
 Hungerford Resource Centre - £
- Responsible for effective budget management, maximising take up of services and rentals of the premises which provide an income to the Council.
- Act as the responsible person for the managed building.
- Promoting and demonstrating clear communication with staff and others within the council and well as externally and other stakeholders.
- Provide effective performance management, including implementation of the Council's performance management practices and the setting and monitoring of standards.

Person Specification		
Qualifications	Essential/ Desirable	Internal use only
Level 3 qualification in management and care	E	1
Level 4 qualification in management and care	D	2
Experience		
Experience of managing day services	E	1
Experience of line management and leadership	E	2
Experience of developing and implementing new projects and plans	D	1
Knowledge and understanding		
Knowledge of health & safety	E	1
Knowledge of health & social care service – particularly those related to the lead responsibility	E	2
Knowledge of Safeguarding Adults processes	E	3
Knowledge of market and its development	E	4
Knowledge of change management	D	1
Knowledge of self-directed support processes/personalisation/personal budgets	D	2
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	2
Strong leadership and management skills	E	3
Ability to ensure that policies and procedures are implemented in practice	E	4
Ability to performance manage staff	E	5
Good consultative and negotiation skills	E	6
Effective finance and budget management skills	E	7
Work-related personal qualities		
Ability to prioritise and delegate	E	1
Good interpersonal skills	E	2
A commitment to ensuring anti-discriminatory and anti-oppressive practice	E	3
A positive attitude towards risk enablement and management	E	4
Flexible and adaptable	E	5
Ability to manage own, complex workload with minimal supervision	E	6
Other work-related requirements		

This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E	1
Enhanced DBS check with relevant barred list/s	Yes	
Is this post politically restricted?	Yes/No	
Full driving licence		