



# CEREDIGION COUNTY COUNCIL

## JOB DESCRIPTION

<b>POST TITLE:</b>	Corporate Lead Officer – Porth Gofal
<b>SERVICE:</b>	Porth Gofal
<b>GRADE:</b>	Corporate Lead Officer
<b>PROCEDURAL LINE MANAGER:</b>	Executive Corporate Lead Officer Porth Cynnal
<b>LOCATION:</b>	Penmorfa, Aberaeron
<b>HOURS OR WORK:</b>	37 hours and as required to fulfil the demands of the workload
<b>MAIN PURPOSE OF JOB:</b>	<ul style="list-style-type: none"><li>• To deputise for the Statutory Director of Social Services when required</li><li>• To be the Corporate Lead Officer and lead advisor to the Council on all matters relating to Residential and Day Care Services; Integrated Triage and Assessment; and Targeted and Short-term Services</li><li>• To provide strategic direction and leadership within a collective management model, ensuring the effective delivery of services and the achievement of corporate objectives through collaboration and shared responsibility.</li><li>• Whilst Corporate Lead Officers have specific responsibility for the management and leadership of service portfolios, they will also work closely with other senior leaders to develop and implement strategic initiatives by fostering a collaborative environment that encourages teamwork and shared decision-making.</li><li>• To work creatively and strategically to achieve the highest possible standards of performance in Ceredigion County Council services</li></ul>
<b>PRINCIPAL ACCOUNTABILITIES:</b>	<p><b>Strategic</b></p> <ul style="list-style-type: none"><li>• Uphold and model Team Ceredigion values and behaviours, while promoting a citizen-focused culture at all times.</li><li>• Work with and support senior leaders to provide vision, leadership and strategic direction, enabling all services to develop and implement effective policies aligned to the Council's objectives and standards.</li><li>• Acting as lead officer, work collaboratively with partner organisations to maximise benefits for the Council and residents of Ceredigion.</li></ul> <p><b>Functional</b></p> <ul style="list-style-type: none"><li>• To be the lead officer with the Council with responsibility for Porth Gofal, leading on service performance, continuous improvement and effective use of resources across the Porth Gofal portfolio.</li><li>• To ensure effective and efficient management for a range of through age services including:<ul style="list-style-type: none"><li>• Triage and assessment of social care enquiries</li><li>• Targeted and short-term intervention (including Occupational Therapy) and enablement (domiciliary care) services</li></ul></li></ul>

- Emergency duty and out-of-hours services
- Direct payments and community care equipment
- Day services and residential care (adults and children)

### **Quality and performance management**

- Ensure customer needs are understood and reflected in service delivery and improvement.
- Plan and deliver services in a coordinated way, compliant with agreed policies/standards and the Council's democratic governance processes.
- Keep policies and procedures up to date with legislation and best practice.
- Evaluate and report performance against statutory and non-statutory plans, business plans and performance indicators.
- Manage service funding effectively, including preparation and control of revenue and capital budgets, in line with Standing Orders and Financial Regulations, addressing budget pressures.
- Identify and pursue external funding and alternative delivery models, including partnership working.
- Monitor the changing public service landscape and use evidence of national/local practice to challenge, innovate and improve service delivery.
- Maintain high performance standards across the Service, recognising good performance and addressing poor performance effectively.
- Maintain oversight of service risks, including complaints.
- Work with other Leadership Group members to deliver effective and efficient Council services.
- Respond quickly and flexibly to the needs of the Council, customers and partners.
- Promote equality of opportunity in service delivery and employment practices, meeting the Council's legal and moral duties as an equal opportunities employer.
- Undertake other duties appropriate to the post, including emergency planning; response management and coordination; risk management; and safeguarding.

### **Communication**

- Review staff communication methods to ensure they are effective and enable two-way feedback.
- Promote a culture of clear, consistent internal and external communication.
- Maintain effective liaison and build strong working relationships with Elected Members, providing timely advice and information to support decision-making where required.

## CORPORATE LEAD OFFICER – PORTH GOFAL

### PERSON SPECIFICATION

	Essential or Desirable
<b>Qualifications</b>	
Educated to degree level in Social Care, Health or relevant subject area or equivalent experience	Essential
Hold current registration with Social Care Wales (or HCPC in England) or commitment to satisfying registration requirements	Essential
Evidence of Continued Professional Development	Essential
A recognised Senior Management qualification	Desirable
<b>Local Government Experience</b>	
Excellent understanding of the role of elected members and of the decision-making process in a political environment	Essential
Experience of working within local government including the awareness of and sensitivity to the political context of the role	Desirable
Thorough knowledge of the national policy frameworks within which the Council operates.	Essential
<b>Senior Management Experience</b>	
Experience of successfully managing a relevant service area within a large multi-functional organisation and demonstrate achievement in significantly influencing successful performance.	Essential
Minimum of 5 years relevant management experience in local government, health or relevant field	Essential
Track record of successfully leading, managing and continuously improving multi-disciplinary teams to effectively achieve positive change in a public service environment	Essential

<b>Service Delivery</b>	
An appreciation of the responsibility and requirements of the Statutory Director of Social Services role in order to deputise for the Executive Corporate Lead Officer – Porth Cynnal	Essential
An excellent understanding of legislation and regulation as it relates to Porth Gofal.	Essential
A successful record of analysing issues, developing strategies on a cross-functional basis and of creating service plans based on needs and which achieve quality and cost improvements	Essential
A excellent understanding of performance management and business planning processes with the ability to direct this knowledge to drive continuously improving customer focussed performance	Essential
<b>Resource Management</b>	
Extensive experience of the management of large-scale human and financial resources, in accordance with agreed policies, priorities and within the formal framework of cost and quality standards	Essential
<b>Partnership Working</b>	
Evidence of successful working with employees, trade unions or employee representatives, external public and private sector organisations and voluntary sector organisations	Essential
<b>Personal Effectiveness / Key Skills</b>	
Ability to work collaboratively with others, fostering a culture of teamwork and shared responsibility.	Essential
Commitment to democratic local government with an awareness of a sensitivity to the political context of the role and be able to maintain impartiality, manage political relationships and work with political parties and maintain their trust.	Essential
Strong leadership skills with the ability to think strategically, creatively and innovatively and to put ideas into effective action whilst demonstrating openness to new ideas	Essential
Commitment to the principles and practices of customer care, ensuring excellence in service delivery and recognition of its impact on the service users	Essential

Excellent communication skills and an ability to relate to a wide range of audiences and to utilise different media as appropriate	Essential
Strong negotiating skills with a past record of achievement and success	Essential
Clear commitment to uphold Team Ceredigion Values and Behaviours as well as the principles of equality and diversity	Essential
<b>Personal Circumstances</b>	
Using their own travel arrangements, the postholder must be able to attend locations across the county at very short notice, in order to respond promptly to operational and service demands (including urgent situations).	Essential
Must be prepared to work irregular hours to meet the needs of the Service	Essential
<b>Linguistic Ability</b>	
English: The ability to undertake tasks of the above posts through the medium of the English Language at ALTE level 5, (spoken), level 5 (reading) and level 5 (writing) on appointment.	Essential
Welsh: The ability to undertake tasks of the above posts through the medium of the Welsh Language will be regarded as being essential the Council may consider a candidate where the commitment to attain ALTE level 3, (spoken), level 3 (reading) and level 3 (writing) within two years of	Essential
<b>Political Restriction</b>	
This is a politically restricted post	