

Operational Manager Covid-19 Community Response – Grade 16

Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead as we work hard with our wider Public Health colleagues to control the spread of the Covid-19 virus across the District, so we are always looking for better and smarter ways to work. The role of Operational Manager Covid-19 Community Response is about working with residents, businesses, communities, and partners to provide a safe and successful environment in response to the management of the virus. You will have a key role supporting lead senior officers in determining strategies to drive forward key community response activities. You will need to understand wider strategic ambitions and influencing agendas to be the operational lead on Covid-19 community response initiatives and have the expertise to provide leadership to your team and to other teams. You will be expected to exemplify our 'We're Kirklees' ways of delivering high performing services and in your approach and support to teams.

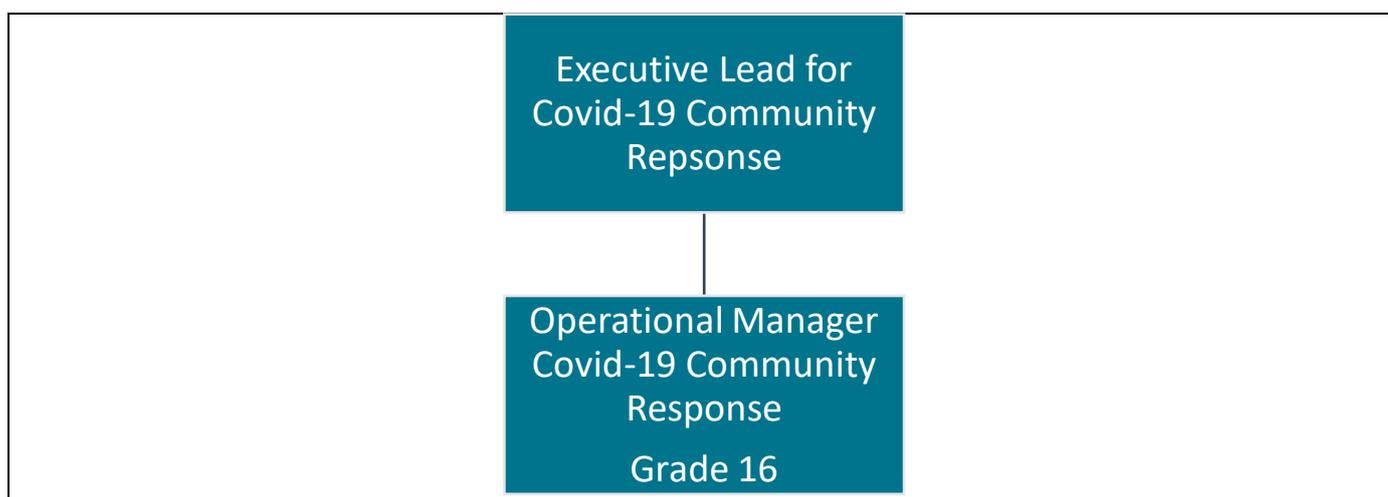
This is a fixed term temporary role for up to 6 months and will be a part of the Corporate Covid-19 Response Team. Find out more about [working for Kirklees](#).

Key areas of responsibility

- You will have a key strategic role delivering in partnership a coordinated community response as the Government set the direction for activities required to bring the Covid-19 virus under control and prevent further spread.
- You will also lead teams on community/business engagement and clarity on communications delivering services including community testing and mass vaccination programs.
- You will manage strategies to improve low level enforcement and an increase the take up of community support packages offered. You will oversee response activities across communities, influencing delivery and effective management of changes, in addition to having direct responsibility for coordinating response recruitment programs, including volunteers.
- You will direct and support team managers and staff in the delivery of functions. You will ensure the implementation of outcome-based activities to meet the needs of residents and businesses in Kirklees. Support a culture of high expectations will be important to ensure joined up services focus on excellence and delivering agreed outcomes.
- Your expertise will require you to have the insight to work collaboratively and use relevant intelligence to lead, deliver or commission activity.
- Your accountability for performance management will require you to monitor and manage services within budgets, improvement targets whilst meeting required outcomes.
- Provide strategic leadership and management supervision to a team of staff working in response to Covid-19 across the District.

- Lead, motivate and inspire staff and partners to deliver objectives to a consistently high standard.
- Allocate resources appropriately to support and ensure the delivery of objectives, intended outcomes, and ensure resources are deployed in areas of most need.
- Develop and implement a risk-informed approach to supporting communities and business in procedures for step-up and step down of support in response to changing needs and issues.
- Liaison with Health (CCG & Providers), Public Health and Infection Prevention & Control and wider partners to ensure whole system working, alignment of processes and communications
- Provide guidance, challenge, and support to minimise risk and provide re-assurance on the community response approaches adopted.
- Ensure activities are monitored and changes are tracked so that expected outcomes are achieved.
- To provide strategic and robust leadership ensuring that users of the support packages are doing so in accordance with the eligibility criteria set at national and local levels.
- Develop workforce plans and strategies to ensure sufficient resource is identified to meet the needs of the program including recruitment of volunteers and deployment of Council staff.
- Work closely with senior management on sensitive issues or work with Councilors, marketing, and communications to ensure a “single version of the truth” in relation to data management recording and reporting processes

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Practical experience in the establishment and management of emergency response functions or similar services with high demand and complexity.	Essential

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Have substantial experience of successfully leading and managing multi-disciplinary teams including matrix management.	Essential
Strong influencing and stakeholder management skills and the ability to build relationships at a political, senior and management level.	Essential
Understanding of wider issues in local government, partner organisations, public and private sector agendas relevant to the management of the virus e.g. national testing framework.	Essential
Ability to identify, reassess and prioritise resources effectively, in a context of competing demands.	Essential
Excellent people leadership skills, strong sense of doing what is right for residents and fair and transparent dealings with businesses.	Essential
Demonstrate commitment to performance management and productivity to meet council's priorities.	Essential
Proven ability and experience in designing, developing, and implementing strategies and plans and leading teams to effectively engage with businesses and communities.	Essential
Experience of interpreting highly complex legislation and translating this into operational practice to ensure safe systems are in place.	Essential
Highly developed engagement/communication networking, advocacy, oral written and presentation skills, with the ability to represent service policies and views to the public, media, potential partners, and suppliers.	Essential
Accepts this post is politically restricted.	Essential
Prepared to work flexibly and participate in standby duties	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honest
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a new Council Employee within the organisation. This role is at level 3. Find out more about [Council Behaviours and Expectations](#).

General information

Able to work unsocial hours

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Social Care	Grading ID	66130
Job ID	80102911	Last Updated	November 2020
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	No	DBS Type	No
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	ML		