

Neighbourhoods Service Manager

Salary Range: £59,759 - £69,584

Grade: Level 5 Zone 2

Location: Camden

Reports to: Shelley Head



About the role

The Neighbourhoods Service Manager will use their extensive knowledge, to provide leadership to developing and sustaining a service designed to help customers resolve their problems and live a good quality life. You will develop and evaluate service plans to ensure services are delivered in line with changing legal requirements to address the needs of customers are met. You will inform relevant strategies and plans in response to changing demographics, legislation, national policy, local strategies, and plans and to the views of the community and stakeholders.

You will lead a neighbourhood-based team which will include some support role functions, and work collectively with other service managers and the safeguarding manager to support.

Through strong leadership, you will ensure constancy of purpose around the needs of Camden residents based on understanding how their service area fits with the wider service system.

You will understand how ASC operates as a system and take a strategic lead for developing effective working relationships and integration with external partners.

You will take a proactive approach to working in a changing environment, addressing delays, highlighting areas for improvement and applying a systems approach to solving problems that arise

You will report to the Head of Service, and you will manage the team managers in a specific neighbourhood and facilitate the provision of care and support with a health and social care setting. Ensure they have the right support and build strong relationships with specialists, support groups and other professional networks to strengthen support available to Camden residents and their families

About you

Experience

You will have relevant professional qualification gained through experience and/or degree in management / business and demonstrate experience of collecting and using evidence to make decisions based on what matters to customers

You will have people management and team building (including managing the team and evidence of applications) and how to put knowledge of systems working into practice
You will have experience of budgetary control and management and an understanding of commissioning of services and development of services

You must have a comprehensive understanding of relevant health and social care legislation and policies and procedures and ability to apply it in practice

You must have extensive knowledge of adult social care resources required to deliver effective care and support to customers and their carers

You have

You will have a broad knowledge of social care and health legislation, policies, procedures, and best practice guidance and how they impact on people, including evidence of its implementation and application.

You will have demonstrable experience of working under pressure to provide quality services and managing competing priorities.

You will understand the role of strengths-based support, and positive and managed risk-taking, and an ability to apply this to real life situations.

You will demonstrate how to promote and embed a culture of continuous learning and collaborative working with colleagues, team leaders and other (internal and external) partners within the service via regular review of practice, active promotion of choice & control for all Camden residents within an appropriate risk management framework

Other important information...

People management

The Service Manager will directly report to the Head of Service

The Service Manager will manage the team managers in a specific Neighbourhood and facilitate the provision of care and support with a health and social care setting. You will ensure they have the right support and build strong relationships with specialists, support groups and other professional networks to strengthen support available to residents and their families

Work environment.

This is a hybrid role for which most of the time is based at 5 Pancras Square offices to support and interact with the team, however it may include travel across the Borough to different work locations, as well as occasional visits to residents and regional or national meetings.

It is a high-profile service dealing with residents in the borough who can be at high risk of injury and or death .This may involve being required to provide evidence to the coroner's office. The role will include maintaining the reputation of the Council.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

