

Job Profile

Job Title: Head of ASC Insight, Quality & Financial Services
Job Grade: Level 6 Zone 2
Salary Range: £70,281 - £85,902

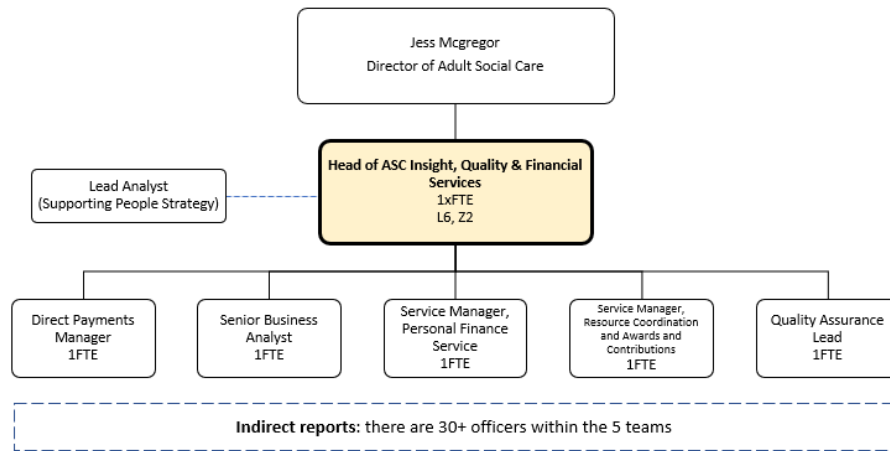
About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The Head of ASC Insight, Quality and Financial Services is responsible for leading a range of teams, including performance, resource coordination and awards and contributions, direct payments, personal finance services, welfare rights and business analytics. The role will be responsible for monitoring quality assurance across the service, instilling an evidence-based performance culture within Adult Social Care and fostering a culture of continuous service improvement.

The Head of ASC Insight, Quality and Financial Services is a key member of the leadership team within Adult Social Care (ASC). ASC is a part of the 'Supporting People' Directorate within Camden Council.

The post holder will report directly to the Director of Adult Social Care. The post holder will provide management support to managers across a range of teams within Performance and Support Services. Please see the structure chart below.



About the role

- To be a key member of the ASC leadership team, helping to drive transformational change and deliver excellent services for people in Camden.
- To lead a team of Managers by inspiring and engaging the team, to ensure the successful delivery of priorities set out in Supporting People Connecting Communities, We Make Camden and The Way We Work.
- To work effectively with Service Managers and Heads of Service across ASC, to improve the use of information and evidence, and to develop quality performance & outcome frameworks which instil excellent customer service.
- To ensure staff and managers across ASC have information available hand that accurately illustrates service quality and performance in order to drive improvement and demonstrate the impact of good practice and change/transformation.
- To understand political and economic drivers, to be able to influence key stakeholders and to shape the vision for the service.
- To empower staff and partners and embed innovative approaches to drive high standards, quality, and value for money.
- To effectively manage divisional budgets, to deliver value for money services and to ensure the delivery of savings within the Medium-Term Financial Strategy (MTFS).
- To actively ensure that business processes within the division are effective and result in accurate data on social care and other corporate systems and to use performance and financial data alongside resident experience to inform decisions.
- To establish performance systems which support legislative, regulatory, and best practice ways of working, including Safeguarding adults.
- To scan the environment for the latest thinking, tools, and technology to ensure the delivery of high-quality services - compliant with legislation and ASC priorities (e.g., the Supporting People, Connecting Communities strategic plan).
- To ensure purchasing of all ASC provision is managed effectively and efficiently and delivers value for money.
- To ensure that management information accurately informs financial and service planning, and that business processes (including payment of providers) is timely and informs ASC budget setting.
- To work with all ASC SMT members in partnership to develop and deliver on a holistic ASC Quality Assurance Framework, despite the lines of accountability sitting with individuals.
- To work with all ASC SMT to monitor spend, performance and impact on outcomes, recognising a collective responsibility for the effectiveness of the ASC system
- To work with all ASC SMT to evaluate the effectiveness of budget and quality management and plan together actions to drive required change.

Example outcomes or objectives that this role will deliver:

The postholder will:

- Work with stakeholders and gather intelligence (social care, health, political, economic etc) to set the direction and delivery of outcomes for Performance and Support Services.
- Challenge the performance of teams and work in partnership with operational Managers to deliver excellent services.

- Utilise their specialist knowledge of services for people with complex needs and vulnerabilities, to prepare reports for senior leaders and Members.
- Show effective collaboration with internal and external stakeholders, to ensure a whole council approach to living and ageing well in Camden, as well as supporting the achievement of strengths-based outcomes.
- Support Operational Managers by providing key data and trends to support service development.
- Implement the key aspects of the strategies for service users and carers who are the responsibility of the London Borough of Camden and to deliver CCG priorities.
- Use their expertise and knowledge to lead public consultations and represent the council on a local, regional and national basis.
- Be responsible for data for Safeguarding of vulnerable adults within the services provided and oversee business continuity planning for Performance and Support Services.
- Empower Managers to be innovative and provide learning and development opportunities for Managers.
- Be responsible for effectively managing budgets (including joint budgets with health partners), financial performance and efficiency savings.
- Identify and reduce structural inequalities.
- Ensure legal compliance (e.g., Data Protection) and ASC legislation, more broadly.
- Contribute to overall planning for Adult Social Care and relevant health plans.
- Lead on the financial reconciliations required around provider payments and developing sound arrangements for the accruals of care services.
- To deliver out of hours direction and leadership as part of the senior leadership team weekly cover arrangements.

About you

Qualifications:

Degree level qualification and/or 5 years' experience of performance management or ASC support services.

Technical Knowledge:

Knowledge of key legislation and national policies for ASC; the Care Act, Best Value, Safeguarding Adults etc.

Good working knowledge of the legislation and Council policies covering data protection, information sharing and confidentiality.

Knowledge of approaches to successfully managing change, e.g., PRINCE2, Agile, Organisational change procedures etc.

Experience:

Managing data sets, to improve service performance.

Commissioning and brokerage services within ASC.

Of using technology; including case management systems, dashboards spreadsheet applications etc.

Setting and managing large (£M+) budgets and of using data to contribute towards efficiency savings.

Working collaboratively with a range of stakeholders, setting, and achieving mutually agreed, positive outcomes.

Inspiring and developing multiple staffing teams, based within a variety of settings.

Gathering political and economic insight to help to influence service vision and organisational strategy.
Empowering staff to deliver quality services, which also offer value for money.
Producing and presenting reports with complex information, for a variety of audiences.
Analysing problems and arriving at innovative and user-focused solutions.

Work Environment:

The postholder:

- will be expected to work flexibly, as per the council's agile working policy.
- will be based in 5 Pancras Square, but is also expected to travel to various locations in which services are located.
- will be expected to attend meetings with key stakeholders within other premises or other council offices.

People Management Responsibilities:

The postholder will provide professional expert, technical and management support to a team of Managers within Provider services. This will include supporting staff through regular team meetings and supervisions. It will also include managing ill health, managing attendance, and managing performance.

Direct Reports (5)

- Service Manager Resource Co-ordination and Awards & Contributions Team 1 x FTE
- Service Manager Personal Finance Team 1 x FTE
- Senior Business Analyst 1 x FTE
- Direct Payments Manager 1 x FTE
- Quality Assurance Officer 1 x FTE

The postholder will also work closely with the Adult Social Care Data Team and Lead Data Analyst.

Indirect Reports (30+)

The postholder may also be required to have oversight of Project Managers for the delivery of specific projects.

Relationships:

- **Internal** – to foster excellent working relationships within Adult Social Care and across the Council. To utilise data and intelligence and positively influence Members, including the member for Health, Wellbeing and Adult Social Care.
- **External** – to build effective working partnerships with residents, their family members/carers and with care providers across the borough and beyond. Particular emphasis is placed upon working closely with partners to facilitate the further integration of health and social care and including building effective partnerships and relationships with key partners in the Integrated Care Partnership (ICP)
- **External Bodies** – to work closely with the regulatory bodies and the charity sector, by establishing excellent service provision – seeking continual service improvement.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and 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 or post to 5 Pancras Square, London, N1C 4AG,