

Job Profile — Service Manager

Job Title: ASC Neighbourhoods – Service Manager
Job Grade: Level 5 Zone 2
Salary Range: £53,897- £65,350

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.

About the role

To work within ASC Neighbourhoods, 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 locality-based team (which may or may not include some support role functions), and work collectively with other service managers and the safeguarding and senior practitioner manager to support and deputise where necessary for the Head of Service develop sustain a service that effectively and efficiently delivers high quality personal outcomes for customers

Through strong leadership, to ensure constancy of purpose around the needs of customers based on understanding how their service area fits with the wider service system.

Understand how ASC operates as a system and take a strategic lead for developing effective working relationships and integration with external partners. Be alert to system conditions that create waste and develop effective working relationships with senior managers to help remove them.

Promote positive risk taking to maximize customers' independence and embed and share innovative solutions to care and support needs.

About you

- A relevant professional qualification gained through experience and/or degree in management / business
- Demonstrable experience of collecting and using evidence to make decisions based on what matters to customers
- People management and team building (including managing the team and evidence of applications) and how to put knowledge of systems working into practice
- Budgetary control and management
- Commissioning of services and development of services

- A comprehensive understanding of relevant health and social care legislation and policies and procedures and ability to apply it in practice
- Extensive knowledge of adult social care resources required to deliver effective care and support to customers and their carers
- Excellent knowledge and practical application of risk assessment and Safeguarding Adults statutory frameworks and current agendas.

People Management Responsibilities

You will report to the Head of Service.

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 customers and their families

Work Environment:

The job is primarily office based but requires flexibility around working hours and being able to provide support out of office hours to deal with complex and high-risk problems or issues. You may be required to work evening and weekends from time to time.

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,