



EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

Job Title: Operations Manager

Department: Children's Services

Grade: [Local Managerial Grade 3](#)

Responsible to: Head of Service

Responsible for:

Purpose of the Role:

Children in Care (Children We Care for Service)

This role sits within our Children in Care service, which will require you to ensure high level of court evidence and positive Ofsted Inspection of Safeguarding and Children in Care.

The department has oversight of 800 children, oversight of 50 sets of care proceedings at any one time and risk management of cases awaiting Social Work allocation.

You will be an experienced manager who will oversee statutory responsibility for child protection under S17 and S47 of the Children Act, statutory responsibility for LA decision to issue care proceedings or accommodate a child and implementation of Public Law outline.

You will be responsible for operational management of specific service area, including budget management, managing the balance of needs and resources, managing performance, and achieving continuous service improvement, part of which is ensuring performance related to KPI's.

Key tasks:

1. Responsible for the appropriate delivery of services for children and families within a designated service area in accordance with statutory requirements, County Council policies, procedures and quality standards.

2. Achieve the annual performance targets for the designated service unit and ensure that the plan to achieve the targets are fully implemented throughout the service managed.
3. Manage the budgetary performance of the designated service unit within the Departmental scheme of delegation.
4. Manage performance within the context of the Performance Assessment Framework, Performance Indicators, and agreed targets. Achieve an effective delivery of service through the management of people and take responsibility for the formal operation of the County Council's policies and procedures including personnel related matters e.g. grievance, disciplinary procedures and contractual arrangements with external providers.
5. Recruit, retain and develop appropriately qualified staff to ensure the effective provision of services.
6. Responsible for practising the management culture of East Sussex by offering effective training, regular supervision and encouraging new ideas and praising success.
7. Adjust priorities to balance needs and priorities, on a day-today- basis.
8. Contribute to the development of Departmental policies and procedures in order to maintain and improve the quality of service.
9. Administer the Complaints Procedure within Departmental guidelines including Stage 2 complaints investigations to establish what remedial action if any is necessary.
10. Undertake continuous service improvement, utilising Best Value principles.
11. Brief DMT on problems needing resolution and highlight service achievements.
12. Where appropriate undertake the role of NVQ Assessor or Internal verifier as required to ensure that targets for NVQ qualifications are achieved.
13. Provide management support to Departmental out of hours services and where appropriate, participate with others on a rota.

14. Assist as required in implementing the Department's Emergency Plan in the event of a major incident, which will include responding and providing a home telephone number.
15. Take overall responsibility including planning and monitoring for the Health and Safety requirements of staff in accordance with statute, County Council and departmental policies and procedures, particularly to ensure that staff are appropriately trained and competent.

Recognising that ESCC is a large organisation with a number of overarching priorities extending to all areas of our work, you should be aware of these Council priorities and align strategic decisions with them, proactively seeking appropriate opportunities in your work/service area, and that of others, to contribute, in consultation with your line manager; in particular, but not limited to:

- Net zero emissions targets – reduce the environmental impact of your work, and that of the services you are responsible for.
- Equality, Diversity and Inclusion – proactively contributing to an inclusive and supportive working environment.
- Making the best of our resources - always being aware of what you can do to maximise the use of public monies in the services we both commission and provide, and proactively identifying areas to improve value for money wherever possible.

PERSON SPECIFICATION

Essential education and qualifications

1. Recognised Social Work qualification and current registration with the professional regulatory body.
2. Management Qualification NVQ Level 4 or a commitment to gain an equivalent qualification.

Essential key skills, abilities, knowledge, experience, values and behaviours

3. Ability to identify local service needs and directing resources appropriately.
4. Ability to monitor the quality of local service provision.
5. Ability to translate local and national policy into practice.
6. Ability to contribute to and implementing new service initiatives.
7. Interagency/partnership working skills.
8. Budget management and effective leadership skills.
9. Political awareness.
10. Communication skills with the ability to produce detailed written reports on technical matters for a broad audience and able to use negotiation and influencing /presentation skills
11. Practical problem-solving skills.
12. Diplomacy skills.
13. Staff supervision and management, team motivation and team building.
14. Chairing meetings.
15. Evidence of effective planning for change.
16. Adjusting priorities to balance personal and team needs on a day-to-day basis
17. Knowledge of statutory responsibilities and Departmental policies and procedures.
18. Knowledge of relevant legislation and case law.

19. Knowledge of child protection procedures and childcare planning.
20. Knowledge of corporate functions and working arrangements within the Children's Services Department.
21. Significant Statutory Children's Social Care managerial experience.
22. Significant experience of working with children in the past five years.
23. Experience of strategic service planning.
24. Experience of local budgetary control.
25. Experience of management of change.
26. Ability to work constructively with colleagues, both internal and external.
27. Innovative, decisive, change orientated, self-motivated, team worker.
28. Ability to makes decisions when dealing with constant and conflicting demands on time.
29. Ability to meet the travelling requirements of the post

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Function	Applicable to role
Using display screen equipment	Yes
Working with children/vulnerable adults	Yes
Moving & handling operations	No
Occupational Driving	Yes
Lone Working	Yes
Working at height	No
Shift / night work	No
Working with hazardous substances	No
Using power tools	No
Exposure to noise and /or vibration	No
Food handling	No
Exposure to blood /body fluids	No