

Job Profile

Operations Lead for Children with Additional Needs Grade: 10 (K) (pos_15119) Created: Oct 2019

About the Job

The overall purpose of this role is to ensure all children and young people in Gloucestershire have access to inclusive and appropriate education so they can achieve positive outcomes enabling them to lead successful adult lives. This will be achieved through leading the development and implementation of ambitious, complex and multi-faceted transformation programmes, including elements of system redesign, remodelling of services, behaviour change and delivery of savings.

This is what we need you to do...

- Manage one or more transformation programmes through their lifecycle from initiation to delivery of benefits
- Oversee projects within the service, identifying interdependencies and monitoring arrangements, providing leadership under direction
- Lead on the development and communication of robust programme and project plans and business cases, engaging stakeholders in the process, and managing the gateway approvals process for the programme
- Be responsible for programme governance, (including stakeholder management, change control, risk and issue management and escalation, monitoring and evaluation, quality assurance, resource management) ensuring that corporate requirements are met
- Manage project managers assigned to the programme, providing them with leadership, direction and oversight, managing interdependencies and resolving conflicts
- Take overall responsibility for programme deliverables, working closely with Children with Additional Needs Leadership team to ensure that the changes are understood, owned and embedded within the business itself
- Implement methods for effective communication with key stakeholders and monitor activity and impact
- Provide matrix management for all staff and resources assigned to the programme(s), including programme team members and support services
- Develop the benefits realisation plan, working with Additional Needs Operations Manager to identify, define, plan and monitor benefits
- Report delivery of projects and programmes to the leadership team and the any associated boards, keeping them informed of progress, and escalating issues as appropriate
- Improve systems and services to ensure positive outcomes for children and young people and in line with Council's plans, priorities and strategies to achieve value for money, consistent with good practice

The ideal candidate will have...

Experience

- Effective supervision of staff
- Experience of managing programmes and complex projects
- Working with senior managers and politicians
- Preparing and presenting clear, concise reports
- Risk management
- Benefits realisation
- Managing multiple demands and responsibilities in order to meet challenging deadlines
- Experience of working within the public sector

Knowledge, Skills and Understanding

- Knowledge and practical interpretation of education legislation, current local developments and strategic priorities
- Full commitment to an inclusive/enabling response to meeting the needs of children with additional needs
- Ability to exercise influence across a range of stakeholders, including managers senior to the post-holder
- Ability to present a well-argued, robust business case
- Problem solving and analytical skills
- Benefits management
- Understanding of the role of local government and its partners
- Understanding of relevant areas of Council business
- Ability to work with/across a range of stakeholders
- Knowledge of countywide services and resources to support children with additional needs
- Excellent communication skills, both written and verbal at all levels
- Negotiating and influencing skills
- Ability to manage expectations and tensions, including having difficult or challenging conversations

- Ability to use data intelligence effectively to target resources and monitor service effectiveness

Behavioural attributes

- Displays the Gloucestershire County Council Leadership Behaviours
- Collaborative approach
- Self-motivated and determined
- Excellent written and verbal communication skills
- Good negotiation skills
- Committed to high standards
- Able to work as part of a team
- Able to motivate and influence others
- Self-aware and open to learning
- Able to take and communicate decisions in a timely manner
- Able to enthuse, achieve buy in and drive change
- Exhibits attributes of a leader
- Well organised and able to meet tight deadlines
- Politically aware
- Committed to achieving the best outcomes for children and young people – taking responsibility, being professionally curious and holding self and others to account

Education & Qualifications

Essential

- Educated to degree level or equivalent

Desirable

- Project Management Qualification
- Management qualification

Monitoring and ongoing development of outcomes: As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.