



Job description			
Job title	Operational Delivery Manager - Changing Futures		
Grade	Pay Band P		
Directorate	Resources and Partnerships		
Service/team			
Accountable to	Service Manager – Community Cohesion and Changing Futures		
Responsible for	Multi-agency operational team (direct and/or matrix management), including caseworkers, multi-agency coordinators and associated roles		
JE Reference	A5506	Date Reviewed	14.07.26

Purpose of the Job

You will undertake the day-to-day delivery of the Knowsley's Changing Futures high-performing, multi-agency team, supporting people experiencing multiple disadvantage.

You will be responsible for ensuring that delivery reflects the core principles of Changing Futures, including person-centred, trauma-informed and strength-based approaches, working with the Changing Futures senior officers to identify ways to improve the system of support change through strong partnerships, effective coordination, and instilling a culture of continuous learning and improvement.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. **Manage the day-to-day delivery of Knowsley's Changing Futures programme**, translating programme principles into effective operational practice.



2. **Manage a multi-agency, multi-disciplinary team**, including recruitment, onboarding, line management, supervision and ongoing development of staff working across organisational boundaries.
3. **Work within the established operating framework for the team**, including pathways, referral processes, case management approaches and escalation routes.
4. **Ensure delivery is aligned to Changing Futures principles**, embedding person-centred, trauma-informed and strength-based approaches into all aspects of practice.
5. **Work effectively between the Changing Futures team and partner organisations**, embracing strong collaboration, bringing clarity of roles and ensuring effective coordination of support around individuals.
6. **Foster strong relationships with key stakeholders** across local authority services, health, housing, criminal justice and the voluntary and community sector.
7. **Identify and address operational barriers within the Changing Futures offer**, including access to services, thresholds, processes and pathways, influencing partners to enable more joined-up working.
8. **Ensure delivery performance and quality requirements are met**, ensuring the work of the team is effective, responsive and focused on improving outcomes for individuals experiencing multiple disadvantage.
9. **Play a key role in embedding a culture of learning, reflection and continuous improvement**, including the use of data, feedback from people with lived experience, and regular review of practice.
10. **Work closely with the Data Lead and wider programme team** to ensure delivery is informed by insight, and that learning from practice informs system change.
11. **Support the identification and testing of innovative approaches**, contributing to local and national learning about what works in addressing multiple disadvantage.
12. **Ensure that safeguarding, information sharing and risk management processes are effective**, proportionate and aligned across partner organisations.
13. **Manage resources effectively**, ensuring that staffing and funding are used efficiently to deliver maximum impact.



As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council’s information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.