



Job description			
Job title	Senior Operations Manager		
Grade	Q		
Directorate	Health and Adult Social Care		
Service/team	Community Integrated Response Urgent Crisis Response Rapid Response Reablement		
Accountable to	Service Manager		
Responsible for	Operations Managers x 2		
JE Reference		Date Reviewed	July 2026

Purpose of the Job

To lead the operational management team in the delivery of services under within the Community Integrated Response Team: Urgent Crisis Response, Rapid Response and Reablement.

To lead the operational implementation of transformation plans, proactively working with all operational managers to understand and resolve challenges and blocks and support managers to implement change across the service areas.

To take a lead role with others, in continuing to develop and re-design services within the Community Integrated Response Team and ensure that these are operationally embedded across the service areas.

To provide a key operational link to all partners and professionals internal and external.

To work flexibly in the role across the Community Integrated Response Team.

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.

Resource Management

1. To ensure that the human resources of the Community Integrated Response Team are consistently managed in line with current operational, financial, legal, and regulatory requirements of CQC and departmental policies and procedures; demonstrating a flexibility of approach so that workforce demands can be actively managed and shared across all services.
2. To ensure that the longer term and strategic needs of the service, are met in accordance with agreed plans, in a systematic and planned way, and that resulting changes are embedded within the operational management teams and the functioning of all services within the Community Integrated Response Team.
3. To ensure efficient and effective use of all resources across the Community Integrated Response Team including workforce, buildings, and information technology, working with others to ensure these continue to be developed so that services remain fit for purpose in the future.

Financial Management

1. To ensure that the systems in place to manage financial resources across the Community integrated Response Team are compliant with all policies, effective and consistently applied, and working with the Service Manager and management team to ensure that budgets are managed effectively in all areas.
2. Working with the operational management teams, implement any agreed changes and improvements required across the Community Integrated Response Team.
3. Ensure that relevant data is maintained and available when required.

Performance Management

1. To deputise for the Service Manager as required.
2. To supervise and monitor the Operational Managers and provide support to them and their teams.
3. To meet operational performance management targets as set for the Community Integrated Response Teams and contribute to developing further key performance measures for the services, highlighting gaps, and working with others to develop plans for any required changes and improvements.



4. To ensure that there are effective systems in place to demonstrate that all legal, regulatory requirements of CQC, financial, human resource, and policy requirements are met across the Community Integrated Response Team and highlight gaps, working with others, to develop solutions to these.
5. To work with relevant colleagues in the Human Resource, Work Force Development and Health and Safety team and other departments, to implement workforce planning and the ongoing development of appropriate training and health and safety measures to ensure best practice and staff safety is maintained.
6. To take a key role in supporting the development of systems, which allow the collection and analysis of statistical/ management information in connection with the quality standards and performance indicators that apply to the service. This includes supporting the service to embed digital systems for its core business.
7. To produce and/or contribute to evidence based, data informed reports, regularly, and when required.
8. To participate in an on call management rota when required to provide out of hours support to the Community Integrated Response Team and to ensure that the arrangements for on call management support develop in line with the needs of the services and in conjunction with wider Adult Social Care arrangements.

Service Development

1. To work with the service manager to take a lead role in developing and implementing transformation and change plans across the Community Integrated Response Team.
2. To lead on designated development areas within the Community Integrated Response Team as required, and produce relevant reports, data, and documentation to support this work. To play a lead role in the development of the service through effective communication and partnership with all relevant stakeholders including colleagues within the Council, health partners, housing and leisure and the voluntary sector.
3. To identify and access a range of potential funding streams.
4. To understand and manage the demand for the service, and with others, develop systems to support planning and ensure that agreed pathways into the service are effectively implemented.
5. To actively engage in and promote the process of integration within internal and local systems.



6. To contribute to the production of service plans and lead the implementation of these across the Community Integrated Response Team over the short, medium, and long term and contribute to the development of the division's business plan.

Communication/ Working in Partnership

1. To promote the values and principles of the Council and actively seek to involve services users, carers, advocates, and staff in the establishment of quality assured and person centred services.
2. To ensure the implementation of departmental and corporate strategies to improve communication with staff and work with management teams across the Community Integrated Response Team to embed practice.
3. To promote a culture of partnership by providing opportunities for service users, carers, and staff at all levels to take part in and contribute via consultation, meetings, project working and development opportunities.
4. To demonstrate developed inter-personal skills to convey information that is complex and contentious to all key stakeholders, both verbally and in writing.
5. To contribute to and produce reports as required which are relevant to operational service delivery and development.

As a guide, when writing any of the above you should:

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.
- Maintain full oversight of all record systems for the Community Integrated Response Team, ensuring that the management of these meets with all required Data Protection and Information Security requirements