Knowsley Council

Job description			
Job title	Senior Operations Manager		
Grade	Q		
Directorate	Health and Adult Social Care		
Service/team	Together We Care		
Accountable to	Service Manager		
Responsible for	Operations Managers		
JE Reference		**Date Reviewed**	November 2026

Purpose of the Job

To lead the operational management team in delivering all Together We Care, (TWC), services, including Day Service Provision, Respite, Supported Living and Shared Lives, while driving the operational implementation of transformation plans across the organisation. This includes working proactively with operational managers to identify and resolve challenges, support the delivery of change, and play a key role in the ongoing development, redesign and embedding of services in line with TWC's strategic objectives. The postholder will also provide a vital operational link with internal and external partners across social care, health, housing, community and leisure services, working flexibly across all areas of TWC to ensure high-quality, integrated and person-centred service delivery.

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 TWC service are consistently managed in line with current operational, financial, legal, and regulatory requirements and departmental policies and procedures; demonstrating a flexibility of approach so that workforce demands can be actively managed and shared across all services; work with relevant colleagues in the Human Resource and Training Sections and other departments,

to implement workforce planning and the ongoing development of training plans across TWC.

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, working with the operational management teams, implement any agreed changes and improvements across TWC.

3. To ensure efficient and effective use of all resources across TWC including workforce, buildings, transport, and information technology, working with other to ensure these continue to be developed so that services remain fit for purpose in the future.

Financial Management

4. To ensure that the systems in place to manage financial resources across TWC are compliant with all policies, effective and consistently applied, and working with the Service Manager and management team, ensure that budgets are managed effectively in areas; identify and access a range of potential funding streams.

Performance Management

5. To supervise and monitor the Operational Managers and provide support to them and their teams; deputise for the Service Manager as required.

6. To meet operational performance management targets as set for TWC 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 and ensure that relevant data is maintained and available when required.

7. To ensure that there are effective systems in place to demonstrate that all legal, regulatory, financial, human resource, and policy requirements are met across TWC and highlight gaps, working with others, to develop solutions to these; ensure that the systems to monitor and manage risk across TWC, are effective and consistently implemented.

8. 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; To produce and/or contribute to evidence based, data informed reports, regularly, and when required.

9. To participate in an on-call management rota to provide out of hours support to TWC 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

10. To work with the service manager to take a lead role in developing and implementing transformation and change plans across TWC and lead on designated development areas within TWC 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.

11. 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; To contribute to the production of service plans and lead the implementation of these across TWC over the short, medium, and long term and contribute to the development of the division's business plan.

Communication/ Working in Partnership

12. 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.

13. To ensure the implementation of departmental and corporate strategies to improve communication with staff and work with management teams across TWC to embed practice.

14. 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; actively engage in and promote the process of integration within internal and local systems.

15. To demonstrate developed inter-personal skills to convey information that is complex and contentious to all key stakeholders, both verbally and in writing; contribute to and produce reports as required which are relevant to operational service delivery and development.

Knowsley Council

Knowsley Behaviours



Always looking for better ways to do things better

Taking ownership and delivering on commitments

Working together to achieve the best outcomes

Helping others succeed and thrive

Health and Safety

- To establish/ develop and maintain compliant and consistent working practices across the services, ensuring that arrangements meet with the Council's Health and Safety policies and procedures and act where there is evidence that there are gaps or none-compliance, working alongside Health and Safety colleagues.
- 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.