



## Job profile

# Graduate Management Trainee

## Grade F

**Group: Children, Adults & Families**

**Service: Adult Social Care**

**Location: Various**

**Line Manager: Service Manager (Provider Services)**

**Car User Status: Casual**

### Job Purpose

To acquire management skills, experience and knowledge and apply this to support Service Managers (particularly in Provider Services) to develop and improve operational services; and to deliver high-level problem-solving and solutions for multi-layer/multi-organisation problems.

### The key roles of this post include:

1. To acquire operational knowledge of the services provided across Adult Social Care particularly within Provider Services and apply that knowledge in assisting operational managers to deliver and improve services.
2. To advise on and carry out surveys and undertake research projects, analyse data collected, write reports to help inform decision making.
3. Engaging with colleagues, peers, stakeholders and decision-makers, to facilitate the creation of shared methods of defining, interpreting and understanding the systems in which they work.
4. Engaging with key stakeholders to co-design suitable investigations and interventions - activities, policies, new services, structures or processes - to address the challenges; evaluating relative efficiency and effectiveness.
5. To actively participate in partnership working to ensure continuous improvement, assisting service management in the modernisation of existing services and the development of new services.
6. To participate in learning opportunities and cascade knowledge to service management colleagues with the aim of improving service delivery. Exploring outcomes, consequences and facilitating learning with others.
7. To develop effective relationships with internal and external stakeholders and partners to enhance collaborate working and sharing of best practice.



8. To assist with maintaining appropriate records, providing statistical and other information to assist the service management in the preparation of revenue and capital estimates and annual budgets.
9. To produce management information as required by Senior management.
10. To participate in Provider Services' Management Team as appropriate and contribute to departmental and inter-department meetings as required.
11. Such other responsibilities allocated which are appropriate to the grade of the post.



## Knowledge & Qualifications

### Essential:

#### Qualification:

- 2:2 degree in any related subject
- GCSE Maths & English at level 4 (Grade C) / Functional Skills Level 2.

#### Aptitudes and skills:

- Strong aptitude for assimilating, analysing and explaining/presenting complex concepts, data and statistics.
- Excellent verbal and written communication skills.
- Excellent IT skills with ideally a comprehensive working knowledge of Microsoft computer packages.
- An ability to develop effective working relationships.
- Highly organised and responsive to work demands.

#### Experience of:

- No prior paid (full-time) working experience is required but evidence of either part-time working and/or volunteering or other life-enhancing experiences will assist in your application.

## Desirable

#### Knowledge:

- Current Social Care Issues
- Current Government initiatives in Health & Social Care

#### Experience of:

- Supervisory or leadership experience in any capacity (e.g. in a sporting club or volunteering arena).



## Competencies

<b>Customer Focus</b>	Puts the customer first and provides excellent service to both internal and external customers
<b>Communication</b>	Uses appropriate methods to express information in a clear and concise way to make sure people understand
<b>Team Working</b>	Works with others to achieve results and develop good working relationships
<b>Making things happen</b>	Takes responsibility for personal organisation and achieving results
<b>Flexibility</b>	Adapts to change and works effectively in a variety of situations
<b>Learning and Development</b>	Actively improves by developing and applying new skills and knowledge and learns from past experiences