



Job description			
Job title	Independent Living Operational Manager		
Grade	N		
Directorate	Health & Social Care		
Service/team	Whole Life Commissioning Team		
Accountable to	Service Manager (Commissioning)		
Responsible for	Independent Living Contracts Officer Senior Adaptations Surveyor		
JE Reference	A5385	Date Reviewed	10/07/2025

Purpose of the Job

To lead operational delivery of in-house independent living services including Disabled Facilities Grant team.

To work in partnership with Mersey Care NHS FT in the operational delivery of the occupational therapy service.

To lead the operational contract management of externally commissioned independent living services including, Care and Repair (Home Improvement Agency), sensory services, and technology enabled care.

To work in partnership with Health commissioners to ensure the community equipment service meets the needs of Knowsley residents.

To develop and foster partnership working between independent living services delivered by the Council, Health and independent sector providers to ensure effective and efficient delivery of services across the independent living pathway.

To take a role with others, in continuing to develop and improve independent living services provided by the Council as well as those that are provided on a voluntary or charitable basis or externally commissioned.

Duties and Responsibilities

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



Resource and Performance Management

1. To deputise for the Service Manager as required.
2. To supervise and monitor the Senior Adaptations Surveyor and the Independent Living Contracts Officer and provide support to them and their teams.
3. To ensure that the human resources of in-house independent living services are consistently managed in line with the Council's operational, financial, legal, and regulatory requirements and departmental policies and procedures.
4. To ensure the effective and efficient operational delivery of the Disabled Facilities Grant programme in the Borough appropriate allocation of works and award of funding in accordance policies and procedures.
5. To work in partnership with Mersey Care NHS FT to ensure the human resources of council staff working in the occupational therapy service are consistently managed in line with the council's current operational, financial, legal, and regulatory requirements and departmental policies and procedures
6. To lead the contract management of externally commissioned independent living services and independent living services delivered in partnership with Mersey Care NHS FT, including occupational therapy service, Care and Repair (Home Improvement Agency, sensory services for people with visual impairments and hearing loss, and technology enabled care to ensure that these services are delivered to the agreed specification and performance targets.
7. To work in partnership with Health commissioners to ensure the community equipment service meets the needs of Knowsley residents.
8. Adopt a collaborative and supportive approach, to colleagues across the Council and in partner organisations, providing operational advice, assistance and support; leading by personal example as a role model of commitment and excellent performance.
9. To ensure in-house and externally commissioned services to meet operational performance management targets
10. To ensure that the systems in place to manage financial resources across in-house independent living services are compliant with all policies, effective and consistently applied, and working with the Service Manager and management team, ensure that budgets are managed effectively.



11. To produce and/or contribute to evidence based, data informed reports, regularly, and when required.
12. Represent the Council at internal and external forums as requested.
13. Promote effective communications and act as ambassador, both internally and externally, in order to support the Council's objectives and promote the reputation of the Council and the borough.
14. Maintain up to date professional knowledge, ensure awareness of all strategic service and legislative developments, and complete all mandatory corporate training.

Service Development

15. To contribute to developing performance measures for the services, highlighting gaps, and working with others to develop plans for any required changes and improvements.
16. To contribute, with others, to the development of new services and the improvement of existing services that help service users to live independently for longer.
17. To work with Commissioners and Procurement to procure independently living services and works including development of specifications, evaluating bids and award of contracts.
18. To successfully manage changes to independently living services as they continuously improve or change due to service developments.

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.
- 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 non-compliance, working alongside Health and Safety colleagues.
- To ensure suitable and sufficient risk assessments are carried out taking into account employee's capabilities.
- To ensure that the systems to monitor and manage risk across independent living services, are effective and consistently implemented.

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 in-house independent living service and externally commissioned independent living services that use Council systems, ensuring that the management of these meets with all required Data Protection and Information Security requirements.