



LONDON BOROUGH OF MERTON

REGULATORY SERVICES PARTNERSHIP

JOB DESCRIPTION

Job Title:	Service Manager (Case Tracing)
Grade/Band:	London Borough of Merton Terms & Conditions, Grade ME15
Responsible to:	Business Development Manager
Responsible for:	14 x Case Tracers and 1 Public Health Intelligence Officer
Location:	Merton Civic Centre, London Road, Morden SM4 5DX
Working hours:	1 WTE- 35 hours per week

MAIN PURPOSE

The post holder will be employed by the London Borough of Merton as part of the Regulatory Services Partnership (RSP) working on behalf of the Boroughs of Merton, Richmond and Wandsworth. The post holder will be responsible for the management of the RSP Local Case Tracing Service and its team of Case Tracers and a Public Health Intelligence Specialist. The post holder will manage specific projects relating to case tracing and COVID-19, including supervising the Public Health Intelligence Specialist to develop complex reports on COVID-19 for the service, providing information that will enable a full understanding of the performance of the Local Case Tracing Service and COVID prevalence in the borough including common exposures and postcode coincidences to support the work of the RSP in outbreak investigations.

SPECIFIC DUTIES AND RESPONSIBILITIES

- To improve the health and wellbeing of people in the three boroughs and reduce health inequalities through strategic leadership focusing on the COVID-19 pandemic response
- To project manage the development and delivery of a new strategic approach to Local Case Tracing for the three Boroughs of Merton, Richmond and Wandsworth,

developing an implementation plan for the mainstreaming of Case Tracing on behalf of those boroughs, establishing the method of delivery and setting out the resources required

- To be the strategic and operational lead for the RSP's Local Case Tracing Service, ensuring the delivery of a high-quality local case tracing service which meets the needs of residents and the requirements of the three boroughs
- To lead and influence the strategy, direction and performance of the case tracing service, and other services as necessary which have been developed in response to the pandemic, in accordance with the Council's Local Outbreak Management Plan
- To develop and maintain positive professional relationships at a local and national level with relevant Health Protection, Health Security Agency, DHSC, NHS and council colleagues, voluntary and community organisations, elected members
- To act as an advocate for the Regulatory Services Partnership and the boroughs it serves
- To work with colleagues to understand and impart the strategic implications of data and intelligence coming from Case Tracing, outbreak control, Covid-19 Situations and other existing Council data sources and how to best use this data
- Develop and manage the performance of the Local Case Tracing Service taking necessary actions to improve quality and local added value of the service

Generic Duties and Responsibilities

- To provide sound and rigorous oversight of the Local Case Tracing Service
- To provide specialist technical advice and insight in public health matters with particular expertise in Case Tracing and Infection Control
- To contribute to the continuous improvement of the Tri Borough Regulatory Services Partnership.
- To properly manage records and data to ensure that confidentiality, continuity, integrity, data quality and requests for information requirements are observed.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Tri Borough Regulatory Services Partnership will keep its structures under continual review and as a result the post holder should expect to carry out any

other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

- To work flexibly, assist in the development of reports and be able to attend and speak at external & internal meetings and Council Committees as required.
- To lead or work with other specialist teams where required to meet the needs of the service.
- The role will require the post holder to work outside of normal office hours, particularly evenings and weekends to support the role of the Regulatory Services Partnership and Public Health

LONDON BOROUGH OF MERTON

Regulatory Services Partnership (RSP)

PERSON SPECIFICATION

POST TITLE: Service Manager (Case Tracing)

Grade: ME15

DIVISION/SECTION: Regulatory Services Partnership

Location: Merton Civic Centre

Responsible for: 14 x Case Tracers and 1 Public Health Intelligence Specialist

Responsible to: Business Development Manager

Post number: TBC

Date: September 2021

Skills, Knowledge & Experience

Through qualifications and experience, the postholder is expected to possess:

- Experience of leading and managing a Case Tracing, Infection Control or Regulatory Service team with linkages to a number of related services, ensuring that the synergies between these services are focused on delivering clear outcomes.
- Highly developed skills in relation to the planning, programming, monitoring and delivery of projects and programmes of work in accordance with required timescales.
- Project management experience, specifically experience of successfully delivering new work streams at pace.
- Experience of managing, motivating and developing a diverse staff team and involving staff in the effective management of change.
- Experiencing in managing changing priorities and demands in a political environment.
- An ability to quickly analyse and interpret complex written, numerical and financial information.
- An ability to work collaboratively and build effective teams and relationships not dependent on hierarchy and line management.
- A personal commitment to provide/enable delivery of high quality services to customers/clients.

- The ability to build productive and effective partnerships with key stakeholders as well as leaders of other public, private, voluntary sector and community organisations.
- Demonstrable well developed political awareness and negotiation skills.
- Apply value for money principles to ensure the most cost effective outcomes are achieved within limited resources.
- Excellent verbal, written and presentation skills with the ability to communicate clearly, effectively and be highly credible and influential with elected Members and other public and private partners and stakeholders.
- Strong interpersonal skills to maintain effective relationships with colleagues at all levels.
- Ability to lead, manage and implement change in line with Council policy and procedures.
- Have the ability to oversee, coordinate and support the Local Case Tracing Team to meet the objectives of the service
- Demonstrate specialist and in depth knowledge of Covid-19 and Case Tracing that will enable the post holder to support the Local Case Tracing Team and the RSP with its regulatory and health intelligence functions
- Have knowledge to support the design, implementation and management of the mainstreaming of Local Case Tracing into the RSP.
- Have appropriate levels of knowledge to be able to support the development and production of major reports. This requires well developed interpretation and report writing skills and the ability to explain complex information in simple terms.
- Performance monitoring experience to ensure that the RSP is able to deliver on the performance targets for which it has responsibility.
- Knowledge of various statistical software packages, databases and spreadsheets
- A demonstrated commitment to the principles of equality of opportunity and a comprehensive understanding of the ways in which those principles can be reflected in service delivery and the workforce.

Qualifications

- Educated to a degree level or equivalent in a relevant discipline or extensive relevant practical experience.

LONDON BOROUGH OF MERTON

PERSON SPECIFICATION

POST TITLE: Service Manager (Case Tracing)
Grade: London Borough of Merton Terms & Conditions,
Grade ME15

Date: 17th September 2021

Attributes	Essential	Criteria Test
Qualifications	Educated to a degree level or equivalent in a relevant discipline or extensive relevant practical experience	A
Knowledge and Experience	Experience of leading and managing team	A/I
	Highly developed skills in the delivery of projects and programmes of work	A/I/
	Experience of managing, motivating and developing teams	A/I/
	Project management experience	A/I
	Experiencing in managing changing priorities and demands in a political environment.	A/I
	An ability to quickly analyse and interpret complex written, numerical and financial information.	A/I
	Working collaboratively and building effective teams	A/I
		A/I

	Delivery of high quality services to customers/clients.	A/I
	Building productive and effective partnerships	
	Political awareness and negotiation skills.	A/I
	Excellent verbal, written and presentation skills	A/I
	Ability to lead, manage and implement change in line with Council policy and procedures.	A/I
	Specialist and in depth knowledge of Covid-19 and Case Tracing	A/I
	Knowledge to be able to support the development and production of major reports.	A/I
	Experience of performance monitoring	A/I
	Knowledge of various statistical software packages, databases and spreadsheets	A/I
	Commitment to the principles of equality of opportunity	A/I

Criteria Test: A = Application Form
Presentation R = References

I = Interview

T = Test P =