

Deputy Operations Manager



Role Profile ...Supporting the OM/SOM to deliver contract commitments whilst overseeing all day-to-day operations of the service

WHAT I AM ACCOUNTABLE FOR:

- Accountable for either:
 - Large single Project/Team with both operational and strategic responsibilities
 - 2nd or 3rd in line of accountability to SOM/OM in large integrated service where DOM area of service responsibility is less than approximately £4million
- Deputise for OM/SOM in the delivery of the service/contract
- Through Team Leaders/Managers, supporting the OM/SOM to provide leadership to achieve overall vision;
- Direct line management of approximately 6-8 Team Leaders/Managers;
- Supporting Team Leaders/Managers to manage colleagues in their teams;
- Oversight of and management of all HR related processes in line with HR policies;
- Ensuring service spending is in line with procurement and financial policies;
- Having an understanding of the service budget and any requirements in reductions in spending due to budgetary pressures;
- Supporting with incidents that require escalation from Team Leaders/Managers;
- Ensuring an incident review process is completed and learning shared and implemented;
- Resolving concerns raised by People we Support and partner agencies when informal approaches have been unsuccessful/unsuitable;
- Deploying actions and developments in response to colleague engagement survey results and supporting improvements in subsequent scoring within teams;
- Ensuring all steps are taken to ensure the health and safety of colleague within my team and People we Support;
- Ensuring delivery of high-quality evidence-based service and that Team Leaders/Managers are undertaking quality assurance and audit activity;

HOW I OPERATE:

Values Led Leadership

- I create an inclusive and positive environment to enable my teams to thrive;
- I support and coach my teams to support their development;
- I provide constructive and balanced feedback, confidently challenging where appropriate;
- I am an advocate for change and support my teams through change;
- I listen to and support my teams and I am person centred in my approach to colleagues and people we support;
- I support my teams to deliver positive outcomes, creating space for new ideas and thinking;
- I appropriately manage the resources of my teams in the budget available.

WHAT I NEED:

Skills \ Knowledge

Essential:

- Demonstratable leadership skills and flexible and adaptable leadership style;
- In depth understanding and ability to operationally and performance manage the functions of the team I lead;
- Excellent communication skills (verbal/written). Ability to adapt to respond to colleague, commissioners/partners and people we support;
- Strong organisational, time management and prioritisation skills;
- Ability to remain calm and resilient in high pressure environments;

Desirable:

- Previous experience managing similar service/team
- Management qualification or equivalent

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Job Expectations



PEOPLE:

- Effective communication to my teams and partner agencies;
- Organising and chairing team meetings and any other meetings relevant to my team/service (e.g. flash meetings, partnership meetings, multi-disciplinary team meetings, complex case meetings, safeguarding meetings) as directed by the SOM/OM
- Undertaking supervision with direct reports every 4-6 weeks to provide support and ensure development and accountability;
- Engaging team members in Ongoing Personal Review (OPR) process, setting personal objectives to be reviewed throughout the OPR cycle;
- Supporting the personal development of team members including induction planning, probation review management, ensuring mandatory/role based training compliance and developing individual personal development plans;
- Coaching of team members to support their development and engaging in the succession planning for the service leadership team
- Conducting HR processes/investigations as required and chairing formal/informal meetings relevant to grade within and outside team (e.g. grievance, disciplinary, performance improvement);
- Updating People Point relating to any absences and authorisation of annual leave;
- Approval of colleague expenses and variable pay claims in line with organisational policy;
- Responding to concerns and complaints from people we support and partner agencies in line with the customer feedback policy;
- Conducting complaint investigations;
- Ensuring high quality performance of my team(s) and achievement of key performance indicators
- Understanding of the PHSU strategy and how this supports service delivery

PROCESS:

- Oversight of scheduling of interventions, rota management and workload allocation to ensure Team Leaders/Managers are supported to run the service day to day
- Supporting to manage incidents that require escalation including leading de-briefs and 1:1 support for individuals;
- Reviewing Vantage incident reviews completed by Team Leaders/Managers. Closing low Vantage and allocating medium and above to manager for further review;
- Conducting investigations into deaths and other serious untoward incidents;
- Authoring 72-hour reports, 60-day reports. Coroners Reports, Safeguarding reports and any other reports relevant to my role;
- Authoring and updating Business Continuity Plans and conducting tests/walk throughs;
- Ensuring all health and safety requirements are being adhered to in all teams;
- Ensuring individual and service audits are being completed in line with audit calendar;
- Having an understanding of and contributing to service's development plan
- Chairing team level Performance Management meetings and identifying performance improvement activities and good practice