Senior Operations Manager

Enabling teams to deliver a quality service for the people we support, whilst delivering significant contract commitments within a larger service/group of services significant contract commitments within a larger service/group of services

What I am Accountable for Delivering As A Leader

People
- Supporting the personal development of team members including induction planning, probation review management, ensuring mandatory/role based training compliance, developing individual personal development plans and talent development plans;
- Coaching of team members to support their development and engaging in the succession planning for the service leadership team
- Effective communication to clearly articulate service vision and disseminate key organisational information
- Direct line management of managers within service – may include DOM, Team Leaders, Clinical Lead, Psychologist etc as required by service
- Through Team Leaders/Managers, providing overall leadership for my service to enable it to achieve its overall vision
- Overall accountability for staff within service, delivered via Team Leaders/Managers;
- Engaging team members in Ongoing Personal Review (OPR) process, setting personal objectives to be reviewed throughout the OPR cycle;
- Holding Supervision with direct reports every 4-6 weeks to provide support, development and accountability.
- Conducting HR processes/investigations as required and chairing formal/informal meetings relevant to grade within and outside
- Championing and embedding organisational change and transformation to meet evolving business requirements;
- Deploying actions and developments in response to colleague engagement survey results and supporting improvements in subsequent scoring within teams;
- Creating an inclusive and positive environment within the Service and embracing Equality and diversity.
- Resource management decisions to manage workloads, budgetary performance and associated costs. Ensuring adherence to pay and reward principles.
- Lead discussions with commissioners relating to performance.

Quality , governance & risk
- Overall responsibility for ensuring all steps are taken to ensure the health and safety of staff within my service and People we Support;
- Ensuring all health and safety requirements are being adhered to in all teams; Overall responsibility for ensuring all steps are taken to ensure the health and safety of staff within my service and People we Support;
- Ensuring incident management processes operate effectively and trends/learning are reviewed and shared within service and nationally. Commissioning formal complaint investigations and managing complaint responses in line with customer feedback policy;
- Commissioning investigations into deaths and other serious untoward incidents;
- Ensuring individual and service audits are being completed in line with audit calendar;
- Authoring reports (72 hour, 60 day, Coroners) where there is a high level of complexity or organisational risk
- Ensuring BCPs are completed for services and tests/walk throughs completed;
- Ensuring compliance and robust governance is in line with internal and external regulatory frameworks and the organisational policies and procedures
- Chairing Service Performance Management Meetings to review performance data and identify steps to improve and share good practice.
- Acting as CQC Registered Manager where required by role/service;
- Producing contract reports as required by commissioner;

Finance & commerciality
- Accountability for a single service over the value of approx. £3m and/or with additional complexities, and/or delivering in more than one local authority area.
- Financial accountability in excess of £3m.
- Developing the budgets and forecasts for service focusing on achieving or exceeding agreed financial targets.
- Ensuring service spending is in line with procurement and financial policies.
- Developing budgets for new business opportunities connected to service;
- Approval of staff expenses and variable pay claims in line with organisational policy.
- Collaborating with commercial finance colleagues to set budgets/forecasts.
- Approval of purchase orders in line with agreed service budget.

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Senior Operations Manager

What I am Accountable for Delivering As A Leader

Growth & contract management

- Overall accountability for staff within service, delivered via Team Leaders/Managers;
- Overall accountability to ensure service delivers contractual requirements and meets needs of People we Support;
- Resolving concerns raised by People we Support and partner agencies when informal approaches have been unsuccessful/unsuitable
- Ensuring contractual and national KPI's and other performance metrics are met or exceeded and that service specifications are delivered within budget.
- Building a strong partnership network locally and ensuring a high-quality reputation for Turning Point Working in conjunction with the business development team in seeking out opportunities for partnership working that adds value or additional funding opportunities.
- Working with the business development team to support the development of funding proposals/ bids.
- Executing business and/or operational priorities through detailed resource planning and quality service delivery.
- Keeping abreast of external developments in the Health & Social Care sector in order to proactively plan for, and implement changes in service delivery
- Organising and chairing service level meetings (e.g. Managers meetings, Clinical Governance, M&M, Complex Case etc)
- Producing contract reports as required by commissioner
- Lead contact with commissioners to ensure delivery of contractual requirements;
- Oversight of day-to-day operations to ensure effective delivery and meeting contractual requirements
- Acting as CQC Registered Manager where required by role/service;
- Lead discussions with commissioners relating to performance;

Data, digital & tech

- Monitoring Record Accuracy: Learn techniques for reviewing and improving the accuracy of data stored in team folders and systems.
- Access Control Management: Training on managing access permissions for SharePoint and OneDrive, ensuring that sensitive data is only accessed by those with appropriate clearance. Learn to audit and monitor folder permissions to prevent unauthorised access.
- Cybersecurity & Incident Response: Understand the steps for responding to data breaches, with a focus on access controls and securing sensitive documents.
- Data Governance & Stewardship: Training on leading data governance efforts, including access monitoring, ensuring document security and maintaining compliance with GDPR.
- Data Management & Analysis: Use advanced Excel functions to track service delivery, team performance, and create actionable reports. Apply data-driven insights to improve service quality
- Process Standardisation: Lead efforts to standardise processes within teams, ensuring adherence to quality standards and service protocols.
- Business Change Management & Support: Facilitate smooth business transitions during new technology deployments by offering or undertaking practical training, communicating benefits and addressing challenges to drive adoption.
- Data Quality & Continuous Improvement: Implement regular data audits to ensure that information is current, accurate and complete. Regularly review service delivery metrics to identify opportunities for process improvement and efficiency gains. Collaborate with teams to test and implement improvements.
- Adoption of Quality Standards: Promote the adoption of quality standards across teams, including ISO certifications, Cyber Essentials Plus and other Quality Framework and Service Improvement practices and ensure that teams meet compliance targets for quality and performance.

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How I Operate as a Leader

We believe that everyone has the potential to grow, learn and make choices
- I know and understand the capacity and capability of my team
- I plan effectively for future people requirements to ensure success
- I Identify the need for growth in my colleagues and create opportunities for development
- I champion development, talent and career management for all colleagues
- I devote dedicated time to supporting and empowering through coaching to develop my team

We all communicate in an authentic and confident way that blends support and challenge
- I allow people to feel comfortable when challenging decisions, plans and ideas
- I create an inclusive environment allowing people to input into discussions and share their views and beliefs openly
- I provide constructive and balanced feedback to people I work with
- I make and support decisions and confidently communicate this to my teams
- I vary my approach to support and challenge where appropriate
- I confidently and appropriately challenge my colleagues, peers and team when necessary

We are here to embrace change even when it is complex and uncomfortable
- I am an advocate for change and respond to internal / external environments accordingly
- I help to create a greater understanding and awareness of the change process with my colleagues and team
- I remain engaged with change even when its uncomfortable
- I create effective; person centred plans to manage change
- I recognise when my team may feel uncomfortable with change and provide support when it is needed

We treat each other and those we support as individuals however difficult and challenging
- I take the time to ask people how they are, listen and offer support or direct them to support when needed
- I understand and respect what is important to the people I work with
- I am person centred in my approach with colleagues and clients
- I support fair treatment and opportunities for all and respect others knowledge and/or experience

We deliver better outcomes by encouraging ideas and new thinking
- I take personal responsibility for speaking up and helping to shape the organisation on what and how we deliver in order to succeed
- I proactively share and encourage ideas through regular input and discussion with my team, peers and manager
- I listen to our colleagues and clients to deliver better outcome
- I create the space for people to be able to share ideas and new thinking, making sure I feedback

We commit to building a strong and financially viable Turning Point together
- I work with my peers to empower my team to take responsibility to manage their resources
- I confidently talk about business decisions and engage others in the
- I focus on maintaining financial viability and balancing this with individuals outcomes
- I know and understand the commercial, financial and other business drivers of our organisation

WHAT I NEED:

Skills \ Knowledge

Essential:
- Significant demonstratable leadership skills and flexible and adaptable leadership style;
- Ability to strategically lead and influence at local level;
- 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 staff, 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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