



Operations Manager

Enabling teams to deliver a quality service for the people we support, whilst delivering contract commitments

PEOPLE:

- Undertaking supervision with direct reports every 4-6 weeks to provide support, 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;
- Updating People Point relating to any absences and authorisation of annual leave;
- Resolving concerns raised by People we Support and partner agencies when informal approaches have been unsuccessful/unsuitable
- Chairing Service Performance Management Meetings to review performance data and identify steps to improve and share good practice;
- Approval of staff expenses and variable pay claims in line with organisational policy;
- Conducting HR processes/investigations as required and chairing formal/informal meetings relevant to grade within and outside team (e.g. grievance, disciplinary, performance improvement);
- Organising and chairing service level meetings (e.g. Managers meetings, Clinical Governance, M&M, Complex Case etc)

PROCESS:

- Producing contract reports as required by commissioner;
- Lead contact with commissioners to ensure delivery of contractual requirements;
- Effective communication to my service to clearly articulate service vision and disseminate key organisational information
- Collaborating with commercial finance colleagues to set budgets/forecasts;
- Developing budgets for new business opportunities connected to service;
- Approval of purchase orders in line with agreed service budget;
- Oversight of day-to-day operations to ensure effective delivery and meeting contractual requirements
- Resource management decisions to manage workloads
- Supporting to manage incidents that require escalation including leading debriefs;
- Reviewing datix incident reviews completed by Team Leaders/Managers. Closing medium datix and allocating high to SOM for further review;
- Commissioning investigations into deaths and other serious untoward incidents;
- Authoring reports (72 hour, 60 day, Coroners) where there is a high level of complexity or organisational risk
- Commissioning formal complaint investigations and managing complaint responses in line with customer feedback policy;
- Ensuring BCPs are completed for services and tests/walk throughs completed;
- 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;
- Lead discussions with commissioners relating to performance;
- Manage partnership relationship with sub-contractors:



WHAT I AM ACCOUNTABLE FOR:

- Accountability for a single service up to the value of approx. £3m covering one local authority area OR Specific accountabilities within a larger integrated service with additional complexities or more than one local authority area which is led by a Senior Operations Manager OR Accountability for a number of smaller services/contracts up to a total value of approx. £3m.
- 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;
- Direct line management of approximately 6-8 direct reports – may include DOM, Team Leaders, Clinical Lead, Psychologist etc as required by service
- Financial accountability up to approximately £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
- Overall accountability to ensure service delivers contractual requirements and meets needs of People we Support;
- Supporting with any incidents that require escalation from Team Leaders/Managers;
- Ensuring incident management processes operate effectively and trends/learning are reviewed and shared;
- Overall responsibility for ensuring all steps are taken to ensure the health and safety of staff within my service and People we Support;
- Ensuring compliance and robust governance is in line with internal and external regulatory frameworks and the organisational policies and procedures
- Ensuring contractual and national KPI's and other performance metrics are met or exceeded and that service specifications are delivered within budget
- Executing business and/or operational priorities through detailed resource planning and quality service delivery
- Championing and embedding organisational change and transformation to meet evolving business requirements
- Keeping abreast of external developments in the Health & Social Care sector in order to proactively plan for, and implement changes in service delivery;
- 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

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 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;
- A comprehensive understanding of sexual health issues;
- Experience in managing subcontracts;
- 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