Senior Operations Manager – Sexual Health



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

Job Purpose

To provide operational leadership and oversight of Turning Point's sexual health services, ensuring the delivery of safe, effective, responsive and person-centred care. The post holder will lead multidisciplinary teams to achieve contractual, clinical, financial and quality objectives whilst embedding Turning Point values across all aspects of service delivery. In addition, the role will lead Turning Point's growth strategy for sexual health services, supporting the organisation to grow its market share.

People

- **Reports to:** Regional Head of Operations
- **Direct reports:** Operations Managers & Team Managers
- Providing visible, values-led leadership that promotes a culture of accountability, inclusion and continuous improvement.
- Leading, coaching and developing managers and other operational staff.
- Ensuring effective supervision, appraisal, OPR and wellbeing processes/support are in place across the service.
- Building a positive workplace culture that supports retention, engagement and employee wellbeing.
- Managing performance, capability and attendance in line with organisational policies.
- Supporting workforce planning to ensure appropriate staffing levels, skill mix and succession planning.
- Fostering multidisciplinary working between services, ensuring best practice is shared and joint learning is embedded.

Quality, governance & risk

- Supporting the delivery of safe, evidence-based and effective sexual health services.
- Ensuring compliance with professional standards, safeguarding requirements and Turning Point's clinical governance framework.
- Overseeing management of incidents, complaints, risks and serious events, ensuring learning is shared and embedded.
- Supporting audit programmes and quality assurance processes.
- Ensuring services meet CQC requirements (where required), contractual quality standards and wider Turning Point quality expectations.
- Promoting a culture of continuous learning and reflective practice within and across Turning Point sexual health services.
- Working with subcontractors within contracts to ensure Turning Point's quality standards are met.
- Maintaining awareness of national developments, best practice and emerging service delivery models within sexual health services.
- Attending and chairing (as required) service governance meetings, overseeing service quality, safety, performance and continuous improvement.

Finance & commerciality

- Managing operational budgets and resources responsibly and in line with organisational expectations, including working with subcontractors to support their delivery within contract envelopes.
- Ensuring expenditure remains within agreed financial parameters.
- Monitoring staffing costs, agency usage and operational expenditure.
- Identifying efficiencies whilst maintaining quality and safety standards.
- Contributing to business planning and financial forecasting.

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What I am Accountable for Delivering As A Leader

Growth & contract management

- Monitoring and managing key contractual performance indicators.
- Producing performance reports and recovery plans (to improve performance) where required.
- Leading performance review meetings and ensuring delivery against commissioner expectations.
- Supporting mobilisation, transformation and service redesign activities.
- Leading initiatives that improve access, engagement and outcomes across sexual health pathways.
- Ensuring services respond effectively to the needs of vulnerable and marginalised groups.
- Promoting reductions in health inequalities through inclusive access into services, holistic support planning, targeted interventions (where necessary), community engagement and partnership working.
- Developing effective relationships with commissioners, NHS providers, local authorities, subcontractors and community partners.
- Representing the organisation at partnership forums and stakeholder meetings.
- Working collaboratively with public health, primary care, safeguarding, voluntary sector and local sexual health service delivery partners.
- Promoting Turning Point services and contributing to wider system development.
- Supporting opportunities for innovation, growth and service expansion, including the promotion of sexual health interventions across other service types in the wider Turning Point.
- Seeking opportunities and building partnerships (where appropriate) to support Turning Point to grow its footprint in sexual health services.
- Supporting the development of the sexual health strategy, including a bespoke growth strategy.

Data, digital & tech

- Analysing service activity, outcomes and trends to identify opportunities for improvement.
- Using population health data and service intelligence to inform operational decision-making.
- Supporting the development of innovative service models, including digital and outreach provision.

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Senior Operations Manager

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

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WHAT I NEED:

Qualifications – Essential

- Degree-level qualification or equivalent professional experience.
- Management qualification or willingness to undertake.
- Health or social care qualification.

Knowledge

- Understanding of safeguarding adults and children.
- Knowledge of clinical governance and quality assurance systems.
- Understanding of CQC requirements and healthcare regulation.
- Understanding of health inequalities and public health priorities.
- Knowledge of workforce management and employment legislation.
- Understanding of integrated care systems.
- Knowledge of sexual health commissioning arrangements.
- Knowledge of sexual health delivery models.

Experience

- Significant experience managing health, social care or sexual health services.
- Leading multidisciplinary teams, including supporting managers to lead across multi-disciplinary teams.
- Managing performance against contractual targets.
- Managing budgets and resources.
- Working with commissioners and external stakeholders.
- Supporting vulnerable or marginalised populations.
- Working within public health commissioned services.
- Service mobilisation or contract implementation.
- Embedding national guidance and evidence-based practice into service delivery
- Experience of developing bids and proposals for sexual health services and new service implementations