

MY JOB: 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

WHAT I AM ACCOUNTABLE FOR:

- 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.
- Ensuring I enable my team to provide quality service delivery for the people we support
- Driving the health and wellbeing agenda to deliver our purpose of “the advancement of health & well-being”
- Executing business and/or operational priorities through detailed resource planning and quality service delivery
- Developing the budgets and forecasts for each service focusing on achieving or exceeding agreed financial targets
- Championing and embedding organisational change and transformation to meet evolving business requirements
- Ensuring contractual and national KPI’s and other performance metrics are met or exceeded and that service specifications are delivered within budget
- Providing leadership and development between c50 and c170 colleagues through other managers or team leaders to enable the delivery of a high performance culture
- Ensuring compliance and robust governance is in line with internal and external regulatory frameworks and the organisational policies and procedures
- Keeping abreast of external developments in the Health & Social Care sector in order to proactively plan for, and implement changes in service delivery
- Using data analysis to inform and support business impacting, insight led decisions
- 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

Registered Manager accountability* (where applicable)

HOW I OPERATE:

Values Led Leadership

- Role modelling our values
- Act as a spokesperson for the organisation in the external market within the geographical area
- Maintain a good understanding of the sector and adopt best practice as appropriate
- Build and maintain effective relationships with internal stakeholders, commissioners, regulatory bodies and local influencers – being open and listening to improve
- Share learning, feedback, coach and support other Managers to deliver successful contracts
- Take a collaborative approach to building relationships with people at all levels across all areas of the business
- Effective and timely horizon scanning, planning for the future and assessing risks/opportunities

WHAT I NEED:

Skills Knowledge

- Strong influencing and communication skills that achieve engagement across all levels; internally and externally
- Proven experience of delivering excellent quality service performance within a rapidly changing environment
- Resilience to respond and function within high pressure environments
- Exceptional leadership skills to motivate teams to deliver high performance
- Experience in health and social care at management level
- Financial Acumen including budget setting, forecasting and effective cost management
- Registered Manager with CQC* (where applicable)