

JOB DESCRIPTION – OPERATIONS MANAGER

Job title	Operations Manager
Service/Department	Operations
Sector/Function	Substance Misuse
Reports to (Job title)	Area Operations Manager
Grade	5
Job purpose	Assist the development and achievement of Turning Point's and the Sectors business delivery and growth plans, by working with a range of internal and external stakeholders to lead and coordinate the team in developing and delivering the relevant service plans, ensuring effective client outcomes, service operational excellence and quality through the overall management of the specified service(s).
Key accountabilities	<p>Coordinate the planning of the specified service(s) to ensure effective service delivery and growth in conjunction with senior Turning Point stakeholders, in accordance with TP's organisation and sector strategies by:</p> <ul style="list-style-type: none"> Developing the service plans in line with contractual, geographical, sector, product and other corporate specific requirements. Communicating, engaging and implementing the plan across the service(s). Ensuring effective daily, weekly, monthly, quarterly monitoring of performance and compliance against plans is in place taking appropriate action as required. Being proactively aware of developments in the Health and Social Care sector and how they are being adopted, with particular focus on the sector and locally. Identifying emerging shifts in regional policy and commissioner preferences and using this to inform the sectors and regions recommendations on Bid/Retender targets. Working with the Area Operations Manager, Area Development Manager and Growth Team to ensure new business opportunities are translated into detailed project and implementation plans for the service(s). <p>Manage delivery, through effective operational management, of the sector plans within the service(s) to ensure that client outcomes and service delivery are achieved by ensuring that all services are:</p> <ul style="list-style-type: none"> Delivered in accordance with the contract agreement to the highest possible level of quality and performance, within budget. Monitoring of KPI's, SLA's, contracts and outcomes, identifying variances against targets and implementing actions where appropriate. Ensuring at all times that data/information provided is in accordance with contract and Turning Point requirements. Compliant to the highest standards with internal and external regulatory frameworks including quality, risk and health and safety within each service, and robust evidence-based information is available

	<p>and used. Implementing, monitoring, reviewing and acting on the IQAT evidence base to demonstrate high quality service delivery. Ensuring regular internal audits and continuous improvement frameworks are maintained and reviewed in all services.</p> <ul style="list-style-type: none"> • Implemented and operated in line with the sector specific vision at the highest level of best practice. Ensure outcome models are implemented and maintained in accordance with sector specific requirements, and robust outcomes evidence-based information is maintained via CIM (Client Information Management system) locally and other outcome management tools. • Offered locally in line with the business plan and effective working relationships are maintained with Commissioners and other external stakeholders through building confidence in consistent and predictable delivery to contract. • Support the Area Operations Manager, Area Development Manager and Growth Manager as required in performance reviews with commissioners or bid and re-tender activity. • Adapted and implemented in the way the service operates to meet the changing client/commission needs or changing regulatory environment. • Achieving the service(s) financial targets and contribution to sector targets and sustainability by carrying out effective cost centre management, financial analysis, planning and control within the nominated service(s). Develop the budgets and forecasts for each service focusing on achieving or exceeding agreed financial targets. Escalate concerns promptly to the Area Operations Manager when not on track and take corrective action to resolve. Operating at all times in line with Turning Point's financial procedures and in Turning Point's interest. • Managing Clinicians such as Clinical Leads and Nurses together with Registered Managers, where appropriate, so that their professional development and standards of performance meet all regulatory requirements and best practice principles within the delivery of contractual commitments. There may be a requirement for this holder to be a registered nurse in specific roles. • Compliant with internal and external standards, meeting regulatory requirements and complying with TP's Code of Conduct, policies and procedures. <p>Project the desired image of Turning Point within the services by demonstrating the corporate values through own example while ensuring they are demonstrated by all staff in all services.</p> <p>Ensure data quality within the services is at the required level and manage data</p>
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	<p>and information and its flow effectively within and between the service, region, centrally and external parties, contributing to and representing corporate messages constructively while reinforcing TP's internal communications policies and procedures.</p> <p>Ensure service teams deliver high levels of performance, enabling the service plan to be delivered through effective people planning, recruitment, induction, development, motivation, engagement and performance management in accordance with TP policies.</p> <p>Enable the service to optimise its performance and long-term sustainability by contributing to and implementing plans for the management of IT, facilities and other resources that support the achievement of the service plan.</p> <p>Ensure the wellbeing of service users, employees and TP's business interest by maintaining and acting upon service risk registers and business continuity plans, escalating issues impacting on the business and taking appropriate risk mitigation action.</p> <p>Ensure that all new and existing properties leased are fully DDA compliant and generally fit for purpose both for employees and clients. Manage housing management activity, maintenance and capital works, ensuring compliance with all legal and regulatory requirements (including Housing Corporation).</p>
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Dimensions	No. of direct reports	4-7 (may include Team Leaders).
	Total staff overseen	20-75 members of staff.
	Internal contacts	<p>Central support specialists – continuity of high quality service, collaborative working, support and guidance.</p> <p>Other Operations Managers, Area Operations Managers, Area Development Managers, Performance Managers – support, information exchange and sharing good practice.</p> <p>Team Leaders – Daily/weekly for service delivery, guidance and support.</p> <p>Growth team on re-tenders and new bids.</p>
	External contacts	<p>Regulatory bodies – service monitor and review.</p> <p>Partner and agencies – service delivery and health and social support to service users.</p> <p>Commissioners – as agreed with the Area Development Manager in contract reviews, information exchange new business/service add-on opportunities.</p> <p>Advocacy services/service user feedback (forums) – Discuss ethical issues regarding service users.</p>
	Planning timescales	Maintain an awareness of TP's 5 year Business Strategy. Support the MD/Operations Director to create the Sector strategy and 1 year

		business plan. Focus detailed planning on service delivery and growth opportunities within the region.
	Nature of problems solved	Ensure effective staffing of the service(s) where there could be resource conflicts. Policy implementation and monitoring – guidelines will frequently be readily available but how they are implemented or monitored is not always defined. Financial cost management – some level of local discretion
	Financial authority limits	TBC.