



Operations Manager

Salary	£29,575 per year pro rata
Term of Contract	Permanent
Responsible to	Roar CEO
Hours per Week	35 hrs
Annual Leave Entitlement	22 Days plus 11 Public Holidays, Pro Rata

1. Introduction and background

Roar- Connections for Life's vision is to connect lives and promote health and wellbeing in later life. Our charity aims all focus on reducing loneliness and social isolation which research shows is as harmful to health as smoking 15 cigarettes a day.

Our approach is to motivate people to self-manage to reduce their decline into frailty and reduce their risk of accidents and falls. This is underpinned by our core values of promoting dignity and delivered with humor and genuine respect.

Roar has been successful at securing funding through contracts and grants plus developing social enterprise income and has a very positive reputation for quality and innovation in early intervention and preventative services delivery for older people. In the current/post Covid19 world we need to further develop and diversify while maintaining and enhancing the reach and quality of the services we currently operate. The Operations Manager will be a key post in the organisation during a period of change and uncertainty and beyond.

2. Job Context

Roar require an appropriately capable, enthusiastic, solution-focussed Operations Manager to manage and monitor the daily activities of the organisation and implement change to maximize quality, efficiency, productivity and safety while delivering the best outcomes for older people.

Training, supervision support and on the job mentoring will be given.

All Roar employees are subject to a 3 month probationary period based on agreed objectives.

3. Specific Duties

The successful candidate will have a minimum of three years relevant experience preferably within the health and social care sector, with a good understanding of how it links with the wider voluntary, private enterprise and community sectors. The key responsibilities include

- Upholding the core values and aims of Roar and ensuring that these are translated into all aspects of operational activity and development.
- Implementation, management and development of the risk management strategy, with specific responsibility for Quality and Health and Safety infrastructure for the organisation.
- Manage the day to day operational delivery of safe, evidence-informed quality services to older adults based on service designs being developed by Roar.
- Manage day to day HR systems and processes as agreed within the scheme of delegation.

- Manage the day to day financial planning and compliance systems within an agreed scheme of delegation.
- Manage day to day admin, information management and IT infrastructure, ensuring it is working effectively to support organisational delivery.
- Manage the day to day office environment, equipment and assets, ensuring suitable maintenance and repairs.
- Maintain effective communication strategies both internally and externally to ensure the organisations aims and approach are verified and implemented.
- Support the preparation of relevant reports for internal and external audiences and ensure that minutes and records of all decisions are logged.
- Implement and review all policy and procedure development relevant to the robust and transparent running of the organisation within the law and best practice.
- Support the recruitment, training, management and support of staff and volunteers to ensure core services are delivered safely and quality is achieved.
- Support the implementation and review of a range of statistical data collection and evaluation methods to capture the outcomes and impact of Roar services.
- Support the management of the marketing strategy for Roar in order to strengthen the Roar brand and the reach of services.
- Keep up to date with relevant changes within the operating environment and the key strategic drivers and legislative requirements influencing policy.
- Maximise choice and diversity of provision for service users and carers.
- Effectively represent Roar at local, regional and national meetings/events.
- Undertake any other duties commensurate with the post including backfilling staff absence and annual leave.

4. Person Specification

Qualifications

Essential	Desirable	Tested by
Educated to Degree or Professional Qualification. Evidence of commitment to continuous professional/personal development	Management Qualification Health and Safety Qualification.	Application form

Experience

Essential	Desirable	Tested by
Experience in Risk Management Experience of managing budgets. Experience of managing staff	Experience of working in social enterprise or private sector. Experience of developing models of care and support. Experience within a range of health and Social care environments. Experience of working with outcome focussed service level agreements. Experience of working with Volunteers	Application form/ Interview

Skills/Knowledge

Essential	Desirable	Tested by
<p>Project Management skills Change Management skills Knowledge of applying quality management frameworks. Knowledge of approaches in setting and communicating direction of resources. Excellent analytical, organisational, communications, presentation and reporting skills (written and oral); Knowledge and skill in applying Risk Management and Health and Safety strategies. Knowledge of company law and charities regulation and their application A valid driver's licence is a pre-requisite for this post</p>	<p>Project management qualification Health and Safety qualification Knowledge and skill in governance structures and their application. Knowledge of equalities and human rights legislation and their application.</p>	<p>Application form / Interview</p>

Personal Qualities

Essential	Desirable	Tested by
<p>Solution focussed problem solver. Ability to multitask and work calmly and effectively under pressure but also self-motivated on 'business as usual' days to get the jobs done. Ability to process and understand multiple layers of information and make decisions in line with policy. Able to undertake highly detailed work as well as more nebulous tasks as required by the presenting issues. Ability to demonstrate emotional intelligence and self-leadership. Applied core values and integrity. Passion for prevention and social justice and a real desire to work with Roar.</p>	<p>Excellent sense of humour</p>	<p>Application form/ Interview/ presentation and aptitude tests</p>

The Job description is an outline and may be subject to change as the organisation develops