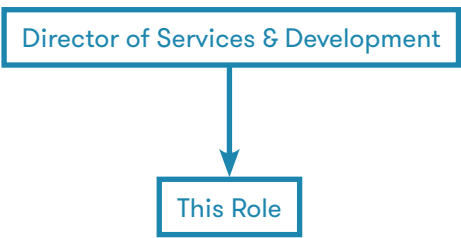


Operations Manager

Identifying facts	
Service Sector	Care Provision
Organisational Relationships:	
Line Manages:	Service Managers
Qualification Requirement:	Degree Level

JOB PURPOSE

- To lead, manage and support service managers in the management and development of their services.
- To resolve complex issues within a set of services and to undertake complex project work on behalf of the organisation.

MAJOR TASKS

1. Strategy and business development
2. Service review and development
3. Project work
4. Investigation and resolution of complex issues
5. Financial Review
6. Staff Management

MAIN ACTIVITIES

1. Strategy and business development

Contribute to the development of organisational strategies and priorities using knowledge of the services and of the sector, through predicting the requirements of local authorities and our customers, and identifying the areas of development required to position the organisation for success.

Meet regularly with senior level representatives of Local Authorities, key actors within the sector and other

Commissioners to better understand their requirements, represent Capability Scotland's interest and discuss both the delivery of ongoing contracts, as well as, possible future opportunities.

Drawing on assistance from managers and support services collate information to help the organisation identify which framework or contract it wishes to tender for, ascertain if it can be done at a sustainable price and present recommendations to Director of Services and Development.

Will often take the lead role in preparing tenders or bidding for new work (inc drafting plans to deliver the work) and will take the lead role in overseeing the implementation of the new contract against the submitted plan. Will also contribute to the preparation of other local and national tenders.

2. Service review and development

Responsible for reviewing with each service manager that the service is meeting the customer requirements and is compliant with all statutory, regulatory, contractual and organisational requirements. Will identify areas of good practice, areas to be addressed and agree any actions with them.

Responsible for reviewing with each service manager opportunities to develop the service taking into account the financial, physical and human resources available, the demand for any changes and the fit with the organisations strategic goals.

3. Project work

Will support the Director of Services and Development to identify and prepare for sector wide changes that affect services and will support service managers through the changes that are required.

Will lead or manage a range of project work that is complex, high profile, high risk or otherwise challenging requiring resources from within the operational area and/or from support services to be brought together and co-ordinated to achieve the required outcomes. External specialists may also be required. Projects may include re-provisioning services, relocation of services.

4. Investigation and resolution of complex issues

Conduct investigations into complex or serious matters taking statements and collating evidence from a range of internal/external sources. Will analyse findings and make recommendations regarding preventative measures to be taken in future and remedial actions to address issues.

Will seek to find resolution on contentious matters which have not been resolved at a less senior level or are particularly complex or serious. Where matters are irresolvable identify and determine the best achievable outcome for the range of stakeholders and take steps to attain this.

Identify and share learning from investigations, complaints and hearings with other Operation Managers and the Director of Services and Development to influence future practice and prevent reoccurrence or to promote good practice in other services.

5. Financial Review

Will, with the assistance of others, model the financial implications of developments in the service with a view to creating sustainable services. Will explore different permutations and the implications of each to reconcile the differing priorities.

Will oversee the monthly financial performance of each service and discuss with the manager variations to their expectations. May authorise higher value spend of up to £4k.

6. Staff Management

Periodically reviews and identifies the required staffing structure and skills composition for the services by assessing the organisational requirements. Provides business case to Director of Services and Development and implements structure and sources appropriate staffing.

Will provide professional support, guidance and insight on a range of issues. e.g. managing customers with conflicting complex care needs within a care home setting. Dealing with funding authorities and other external agencies on issues affecting the delivery of care. Registration requirements including variations and notifications, advice and support with regards to Care Inspectorate, SSSC Requirements, bespoke training required in Services, emerging Policy and Legislation, Local authority planning and developments.

May chair disciplinary and grievance hearings and have authority to issue sanctions up to and including dismissal.

Provide formal and informal support and advice to Staff that are either directly or indirectly managed by the post holder.

Communicate and positively interact with other key Department Heads within the organisation in support of

Service Managers/Organisational needs.

7. Applicable for all roles

To undertake any other duties related to the responsibilities of the post and which may be delegated by Capability Scotland management.