

Role Profile

Role details			
Job title	Operations Manager	Department	Operations
Reports to	Director of Operations	Direct reports	Project Managers
Grade (if applic.)		Date reviewed	September 2022
Role summary			
<p>To provide operational management support and business/financial overview to services, service users and staff within a defined area of service provision; leading on the strategic, business and operational development of services through the implementation of Operational Plan as translated from the Strategic Plan</p> <p>To be responsible for the overall design and delivery of quality services that deliver positive outcomes for the people we support.</p> <p>To ensure that the values of Life, Justice and Community, and principles of personalisation and best practice are promoted and reflected in operational business plans and are actively promoted in the day-to-day provision of support and care services.</p> <p>To guide and influence practice and the development of policy; ensuring that policy and practice is shaped by national and local initiatives and frameworks</p> <p>To provide excellent leadership and management to local management and operational staff teams; ensuring that the implementation of workforce development plans assist staff to increased competence, levels of skill and ability.</p> <p>Ensure that the SSSC requirements of the operational workforce are met</p> <p>To hold overall responsibility for the day to day financial and budgetary performance of the defined area, working closely with staff and management to address challenges and to deliver on anticipated target</p>			
Main Duties			
Quality of Service			
<ul style="list-style-type: none"> - To work with local management and support functions to ensure the provision of high-quality care and support is delivered and in compliance with regulatory and statutory requirements - To ensure that the welfare, rights, freedoms and protection of those we serve remain at the heart of operational service and provision - To set, in agreement with Director of Operations, operational and service performance objectives - To monitor and evaluate operational and service performance against Performance Indicators and take appropriate corrective, preventative and improvement measures in response - To lead the development of participation plans at an operational level, ensuring that staff and stakeholders are supported to realise positive outcomes. To produce Performance reports that evidence the quality of service and 			

the impact of the service on those we serve; using findings and trends to inform and guide practice and initiatives at operational and service levels

- To work in partnership with support functions, to ensure that systems, processes and functions appropriately support and protect the critical aspects of operations and workforce.
- To take responsibility for the measurement and effectiveness of support services processes within your area of responsibility

Governance and Compliance

- To ensure that all services within the defined area of responsibility operates within the parameters of legislation, policy and guidance for the regulated activities within remit
- To work within the organisation's quality management system, providing feedback and recommendations on policy matters to relevant functions
- To monitor compliance with processes, systems, policies and procedures within a defined area of responsibility
- To work in partnership with the Quality & Compliance on matters of service audit and improvement
- To work in partnership with the organisation's Health & Safety advisors to ensure H&S matters are managed via the application of the H&S policy and practices
- To support staff and management in adherence to defined practice and processes, soliciting feedback and recommendations for improvements in service and business processes
- Ensure approaches to service user and stakeholder feedback are in place that facilitate partnership working and co-production
- To ensure that the overall area and local services are subject to ongoing schedule of inspection and audit against relevant practice, regulatory and non-statutory standards
- To ensure that Outcome Based Support Plans are implemented and developed in line with national policy in all areas
- To produce reports and statistical information against Performance Indicators

People Management and Team Development

- To provide effective leadership that provides ongoing mentoring, coaching and development of management and staff
- To operate systems of staff supervision and appraisals that provide all staff with appropriate levels of support, guidance and opportunities for professional development
- To work in partnership with Learning & Development colleagues to develop service and operational specific programmes of learning and training
- To ensure that the implementation of staff and workforce development plans address the learning and training needs of all staff
- In conjunction with the Learning & Development team, ensure that that an annual Training Needs Analysis (TNA) of staff is carried out and used to inform individual and team training and learning plans
- To ensure that local management benefit from any organizational management development programmes and are supported to translate learning into practice
- Ensure that national standards are met in all areas of service within the context of staff supervision and development
- To manage and nurture staff and team performance within the parameters of internal HR policy and employment law requirements

Financial and Business Development Duties

- In conjunction with Director of Operations and Finance colleagues present for approval annual budgets for operational and individual services
- In conjunction with Director of Operations and Finance colleagues, to set performance indicators for operational and service budgets and to put in place appropriate supports and plans to deliver on budget
- To review management accounts on a monthly basis, working with local management to address any challenges on budgetary performance
- To develop operational plans that ensure the financial viability of services and modernisation requirements such as service reconfigurations are defined, scoped and managed
- In conjunction with Director of Operations and SMT, agree and set objectives and Performance Indicators in relation to financial viability and service modernisation/change within region
- Working closely with the Business Support Manager, to support fundraising, volunteering and new business opportunities within the area of responsibility, ensuring that activities and opportunities are in line with the values of the organisation and a match to business development plans

Organisational Responsibilities

- Comply with The Mungo Foundations Financial Standing Instructions and associated procedures
- Adhere at all times to The Mungo Foundation Policies and Procedures and Code of Conduct
- Conduct regular and effective Supervision and Appraisal with direct reports
- Maintain a safe working environment ensuring your own personal safety and the safety of others. In addition, you will ensure that all staff for whom you are responsible for as well as any visitors to the services adhere to health and safety guidance at all times

Personal Responsibilities

- Act as an ambassador for the organisation in a way that at all times promotes the organisational values of Life, Justice and Community
- To promote and present the organisation in a positive manner at all times
- Work flexibly to meet the requirements of the post, including participation in the Senior Management on call rota

Job deliverables and requirements

Maintain confidentiality:	Adhere to the organisational GDPR rules and ensure confidentiality is maintained and all digital and paper records are handled in line with legislation
Team success:	Adhere to the organisation's Code of Conduct and policies and procedures at all times
Regulatory and organisation requirements	Understand and implement the organisation's policies & procedures Adhere to Care Inspectorate and Health & Social Care Standards, SSSC Code of Practice Ensure ethics, honesty and integrity are maintained at all times Be an exemplar of good practice and lead by example
Additional responsibilities and duties:	All staff are expected to work flexibly and to adapt to changing requirements and undertake reasonable tasks not included in the role profile. The list is not exhaustive.

Other

External stakeholders

Internal stakeholders (Chief Executive, Executive Team, Board, Senior Management team)

Staff in Head Office and in the Projects