



JOB DESCRIPTION			
Job title	Head of Operations		
Salary	£38,000 (under review)		
Base	Shared Care Scotland offices – Dunfermline <i>(We are currently working a hybrid model, and it is anticipated that the successful candidate will have the flexibility to work remotely for part of the week. A copy of our Hybrid (Remote) Working Policy is available on request.)</i>		
Reports to	Chief Executive	Manages	Short Breaks Fund Manager Respitality Scotland Manager Administrator
Hours	35hrs per week, Monday to Friday	Annual leave	36 days per year (including public holidays).
Other benefits	Shared Care Scotland has a generous pension scheme with Royal London. Currently, the employer contribution is 15.5%. A further 5 days of annual leave (pro-rated) is available for long service.		

JOB PURPOSE
<p>Shared Care Scotland is a small team with big ambition: we aim to be the lead organisation in Scotland on all aspects of short breaks policy and practice. In recognition of this, and the growing national significance of short breaks policy, our team is expanding. The Head of Operations is a new position that will play a crucial role in supporting this growth and setting and guiding the direction of Shared Care Scotland as we go forward.</p> <p>The role will contribute to the effective governance of the organisation by overseeing the development, delivery, monitoring and evaluation of our operational plans, working closely with the senior leadership team, staff, and Board of Directors. In addition, the Head of Operations will contribute to the development of policies and practices that will ensure staff can deliver their best in a supportive and fulfilling working environment while achieving a healthy work-life balance.</p> <p>The role requires someone with proven experience of turning strategy into operational plans, implementing these plans, and evidencing their impact. Leadership experience, particularly in relation to managing, coaching, and empowering staff will also be essential, along with strong, demonstrable personal qualities including being proactive, solution-focused, and motivated to perform consistently to the highest standards. We are a small team with big ambitions and so we are also seeking someone who is prepared to be flexible and adaptable.</p>

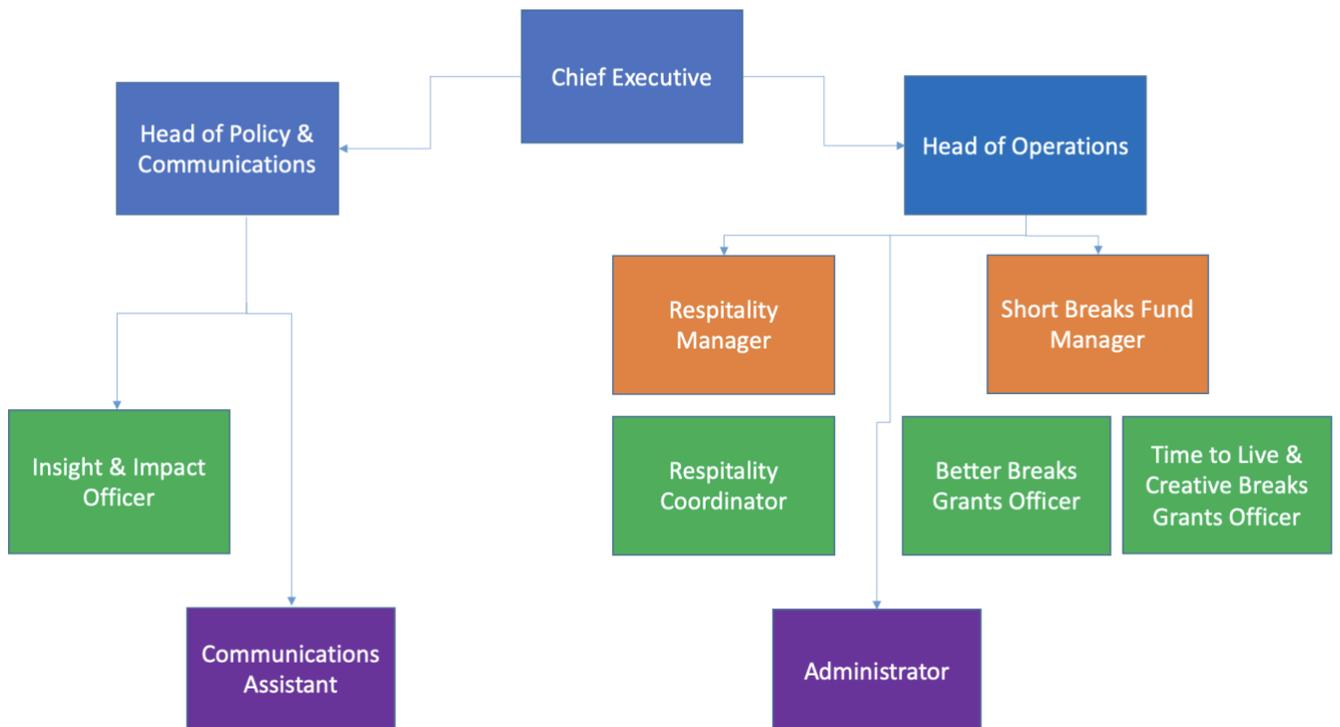
OUTCOMES

As Head of Operations, the post-holder will help us achieve the following outcomes:

- We have effective operational planning processes that translate our strategic vision and outcomes into clear annual goals, deliverables, and performance measures
- We have effective systems in place for monitoring, reviewing, and reporting on our work and communicating its impact
- Our staff are supported to develop, implement, and report on their individual forward workplans
- Our planning encourages development and innovation, taking account of capacity and resources
- Staff and Board development is well supported and resourced
- We analyse the information and intelligence we gather while evaluating our work, and use this to inform future work and influencing activity
- We are knowledgeable about our sector and well connected within it. We are seen as a reliable source of knowledge that others can draw on
- Our partners and stakeholders know us to be credible, principled, and effective

As this is a new post, we expect the role will evolve as we learn and gain experience.

ORGANISATIONAL STRUCTURE



KEY RESULT AREAS

- As part of the senior leadership team, to support the Chief Executive with the overall leadership, strategic decision-making, monitoring & evaluation, and development activity across the work of the organisation.
- To provide effective leadership and line management support to designated managers and staff.
- To ensure Shared Care Scotland has effective planning, administrative and reporting systems to support the organisation to achieve our strategic outcomes and to evidence our impact.
- To ensure Shared Care Scotland's resources are managed effectively, and that the organisation remains in good financial health, identifies risks, and takes appropriate action.
- To support the Chief Executive in the introduction of new services, projects or other initiatives that will contribute to our mission and vision.

KEY TASKS AND RESPONSIBILITIES

Planning & performance monitoring

- Work with the Chief Executive, senior leadership team and Board of Directors to lead the development and implementation of Shared Care Scotland's operational planning including setting annual goals and budgets, and monitoring, evaluating, and reporting on performance.
- Work with the Chief Executive, senior leadership team and Board of Directors to lead the development and implementation of an organisation-wide performance measurement framework, including identifying key indicators for our activities and projects.
- Work with the Head of Policy and Communications to ensure Shared Care Scotland's work and impact is visible. This will include contributing to the production of an annual impact report.
- Keep under review our operational systems and processes, recommending solutions for improvement where identified.

Line management

Providing leadership and support for the following workstreams:

- Oversee the operation of the Short Breaks Fund and Respite workstreams.
- Provide line management to the workstream managers who have direct operational responsibility for the Short Breaks Fund and Respite. This includes:
 - Working with managers to help them optimise the reach and impact of their workstreams.
 - Agreeing forward work plans, budgets, and key performance measures to deliver workstreams and monitoring progress through regular support and supervision.
 - Supporting workstream managers to lead and manage their teams in line with Shared Care Scotland's policies and values.
 - Supporting workstream managers with their personal and professional development.
- Oversee and provide line management to the Administrator to guide and support their work, particularly in relation to their responsibilities for:
 - Our office systems, general administration support, and facilities management.
 - Development and delivery of our Short Breaks Enquiries Service.
 - Event administration.
- Support the Administrator with their personal and professional development.

Financial

- Working closely with the Chief Executive, develop and oversee effective financial management and control systems, monitoring the delivery of Shared Care Scotland's activities within the budgets and to performance targets. *(Note: we retain the services of a bookkeeper to assist with payments, salaries and general accounting.)*
- Oversee the end-of-year audit and the production of the annual financial statements.

Compliance

- With support from the Administrator, ensure Shared Care Scotland is adhering to its policies and procedures and that laws and regulations are being followed. This specifically relates to:
 - Ensuring the organisation has effective Health and Safety controls in place.
 - Data protection and data security. Lead on compliance for GDPR.
 - OSCR.
 - Oversee Shared Care Scotland's complaints handling procedure.

Shared responsibilities

The following are the shared responsibilities of all senior managers at Shared Care Scotland:

- Lead by example and work to ensure that our workplace at Shared Care Scotland is inclusive, trusting, and productive.
- Maintain relationships with Shared Care Scotland's Board of Directors with respect to upholding good governance.
- Contribute to the development of Shared Care Scotland's overall structure, management and resources ensuring these are aligned with our ambitions.
- Support Shared Care Scotland to develop and maintain a culture of fairness, respect, good communication and well-being amongst staff.
- Support the Chief Executive in the development and implementation of policies and procedures that provide effective HR support to Shared Care Scotland's staff.
- Support and contribute to the effective provision of learning and development opportunities for the whole organisation.
- Develop, maintain, and positively influence relationships with our external stakeholders.
- Maintain an up-to-date knowledge of any developments relevant to the effective delivery of Shared Care Scotland's activities, undertaking appropriate professional development as necessary.
- Demonstrate and uphold Shared Care Scotland's values in all aspects of your work and adhere to our policies and standards.
- At all times act as an ambassador for Shared Care Scotland helping to maintain our reputation as a champion for improved short breaks provision across Scotland.

These key tasks and responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with the post holder, the duties and responsibilities may be adapted to reflect the changing needs of the organisation.

PERSON SPECIFICATION		
EXPERIENCE	ESSENTIAL	DESIRABLE
Relevant experience (3-5 years) in a similar or related role(s), demonstrating development and progression	<input checked="" type="checkbox"/>	
Experience of leading and managing individuals and teams with demonstrable evidence of outcomes achieved	<input checked="" type="checkbox"/>	
Experience of developing and delivering against business plans	<input checked="" type="checkbox"/>	
Experience of building and maintaining external partnerships and relationships	<input checked="" type="checkbox"/>	
Experience of prioritising and managing a complex workload, including project management and reporting	<input checked="" type="checkbox"/>	
Experience and a proven track record in strategic planning and preparing annual operational plans	<input checked="" type="checkbox"/>	
Experience of monitoring and evaluation systems	<input checked="" type="checkbox"/>	
Experience of budget management and financial planning	<input checked="" type="checkbox"/>	
Experience of writing reports for a wide range of audiences	<input checked="" type="checkbox"/>	
Experience of developing and implementing office systems to support effective and efficient administration	<input checked="" type="checkbox"/>	
Experience of facilities management		<input checked="" type="checkbox"/>
Experience of charity governance		<input checked="" type="checkbox"/>
Familiarity with human resource procedures and regulations		<input checked="" type="checkbox"/>
SKILLS	ESSENTIAL	DESIRABLE
Excellent interpersonal skills, with the ability to build and maintain strong working relationships	<input checked="" type="checkbox"/>	
Excellent written, oral and presentation skills with an ability to communicate with a wide range of people and organisations at all levels	<input checked="" type="checkbox"/>	
Excellent organisational and time management skills	<input checked="" type="checkbox"/>	
Ability to assimilate, understand and articulate complex information clearly and succinctly	<input checked="" type="checkbox"/>	
Ability to work analytically in a problem-solving, collaborative environment	<input checked="" type="checkbox"/>	

Proven level of computer literacy including familiarity with Microsoft Office applications (Outlook, Word, Excel, PowerPoint, etc)	<input checked="" type="checkbox"/>	
Highly numerate with an ability to understand and interpret financial and management accounts	<input checked="" type="checkbox"/>	
Familiarity and practical experience of using finance software (e.g., Sage, Xero, etc.)		<input checked="" type="checkbox"/>
KNOWLEDGE & UNDERSTANDING	ESSENTIAL	DESIRABLE
A general understanding of the health and social care sector and the policy and legislation that applies to unpaid caring		<input checked="" type="checkbox"/>
A knowledge and understanding of the third sector		<input checked="" type="checkbox"/>
Knowledge of information and technology-based solutions that support and improve organisational efficiency and effectiveness		<input checked="" type="checkbox"/>
Knowledge of relevant employment policies and regulations that apply to office (and remote-based) work		<input checked="" type="checkbox"/>
WORK-RELATED PERSONAL QUALITIES	ESSENTIAL	DESIRABLE
An enthusiastic, proactive, and passionate approach to work	<input checked="" type="checkbox"/>	
Organised, self-motivated and solution-focused	<input checked="" type="checkbox"/>	
Flexible and adaptable	<input checked="" type="checkbox"/>	
Comfortable with managing multiple deadlines and conflicting priorities to deliver project outcomes	<input checked="" type="checkbox"/>	
Friendly, approachable, and empathetic	<input checked="" type="checkbox"/>	
Enjoy working as part of a team	<input checked="" type="checkbox"/>	
Motivated to learn and develop in their job role	<input checked="" type="checkbox"/>	
Committed to embracing and promoting Shared Care Scotland's values and purpose	<input checked="" type="checkbox"/>	

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