

**Apex Scotland**  
**Operational Service Manager – North and National Lead Amplifying  
Lived Experience**

<b>Salary:</b>	£36,000 - £37,500
<b>Hours:</b>	Full Time, 35 hours per week
<b>Location:</b>	All employees work a hybrid model with time in the office and home working. The role holder will be expected to travel throughout Scotland as part of this role.
<b>Reporting to:</b>	Director of Services and Programmes
<b>Benefits:</b>	Pension scheme.  Death in service benefit: 2 times salary.  Holidays: 20 days (increasing to 25 after 5 years continuous service) + 14 public holidays.  Christmas break: allocated days over Christmas and New Year in addition to the Holidays allowance.  Perkbox which provides an Employee Assistance Programme together with access to a range of well-being support, discount opportunities and offers.

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## The Role

The role holder will lead, direct and manage a number of operational services. The services the role holder will be responsible for are:

- Highland ADP/NHS service
- Highland Outdoor/Woodwork projects
- Highland HMP Inverness Prison Visitor Support service
- Aberdeen City NOLB Justice Employability
- Aberdeenshire All-In Consortium (Lead Partner, Enable)
- Angus NOLB MAPPA

As Apex Scotland grows and develops the postholder's suite of services may grow or be subject to review.

In addition, the role holder will assume a national specialist lead area. The lead area the role holder will be responsible for is Amplifying Lived Experience

## Key Result Areas:

### 1. Organisational

- Work closely with the Leadership Team and the wider Management Team to contribute to the strategic development of Apex Scotland, which will include the three-year strategic priorities framework.
- Work with stakeholders and be responsible for all aspects of service operations, ensuring the delivery of services in line with statutory requirements.
- Support the needs of the Apex Scotland Participant Journey by undertaking any activity necessary that enhances impact for participants and performance outcomes for service delivery staff. This includes but is not limited to, the identification and growth of progression routes for participants within and beyond Apex Scotland.
- Make it a priority to continuously better the experience of Apex Scotland participants and understand their needs at service level. Oversee and co-design approaches and solutions to this with both service delivery staff and participants.
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### 2. Role Specific

#### Operational Service

- Contribute to the innovation, development, and growth of the service.
- Be the primary representative of Apex Scotland for service delivery, reporting, evaluation and monitoring of performance.
- Be a diplomatic and supportive partner, understanding the significance of the wider partnership relationships and the impact on the reputation of Apex Scotland.
- Take ownership of the service delivery performance and quality of practice, of Apex Scotland.
- Ensure that participants of Apex Scotland services gain an appropriate, high-quality intervention relevant to their case management plan, and that the approach complies with partnership operational guidance and standards.
- Ensure robust and consistent communication and relationship building with service delivery partners for the smooth running of services and continuous improvement.
- Represent Apex Scotland organisationally and at service level as required.
- Identify, track and report service trends which require awareness, including but not limited to, needs of participants, locality or environment influences and those of key partners such as SPS.
- Proactively raise service provision issues, challenges and successes, for reflection and decision, to the Leadership team.
- Budgetary management of resources associated with service delivery.
- Ensure that service delivery staff support requirements including wellbeing, training and professional development are identified in Support and Supervision and actioned.

- Line management of relevant staff and where required undertake direct case management and support.

### **National Lead Responsibilities**

- Hold comprehensive knowledge and understanding about the Scottish Government Lived Experience strategy and agenda: the background, context, rationale, implementation.
- Proactively monitor changes and updates to knowledge and understanding of Lived Experience strategically, with a developed understanding of impact in general sector terms and in specific terms in relation to Apex Scotland including legislative changes.
- Have an understanding of the concept of Lived Experience nationally, and awareness of the diversity of implementation strategies at local authority level, in relation to budget allocation, local strategy, planning, commissioning arrangements and models of best practice.
- Proactively liaise with, and communicate knowledge, intelligence and findings to the Apex Scotland Management team, for the awareness and identification of challenges, opportunities and positive and negative impact.
- Be the identifiable specialist lead role for this area on behalf of Apex Scotland, being available to represent at key associated events, and as the key representative individual alongside Apex Scotland Management team colleagues.
- Lead the development and maintenance of the Apex Scotland strategy for amplifying lived experience internally.

### **Duties and Responsibilities:**

#### **1. Operational Management**

- Assist with the production and implementation of operational work plans and budgets.
- Recruitment and management of operational service staff and resources to deliver operational service performance.
- Management and monitoring of the operational service.

#### **2. Operational Service Management and Performance**

- Analysis of performance leading to service changes and improvements to increase outcomes/level of satisfaction/perceived value of the service.
- Collaborative working with stakeholders in order to strengthen the role.
- Deliver existing operational service and create new opportunities for service development.
- Monitoring performance against targets and deliverables for the service.
- Reporting performance trends and issues to the Director.

### 3. Stakeholder Engagement

- Maintain and manage relationships with key stakeholders.
- Representing the organisation at internal and external events.
- Participate in Apex Scotland planning groups with statutory and voluntary agencies to represent the needs and interests of Participants.

### 4. Innovation

- Monitor the external environment to keep abreast of innovations in the area of the role holder's operational service, including search for new market opportunities.
- Encourage innovation within the role holder's operational service to develop ideas and new ways of working to continuously improve operational service delivery.
- Be part of forums or partnerships to explore and develop innovation within the operational service.
- Work collaboratively with the Leadership Team and Management Team to deliver continuous improvement within Apex Scotland.

### 5. Reporting

- Production of quarterly management reports for the Leadership Team.
- Ad hoc reports as requested by the Leadership Team and other stakeholders.
- Production and presentation of reports and updates to the Leadership Team, to support internal strategic and performance review processes.

### 6. Other

- Work collaboratively with other Operational Service Managers.
- Ensure that the operational service meets legislative and all relevant regulatory requirements.
- Ensure the values of Apex Scotland are upheld across the organisation.
- Support the development and monitoring of quality assurance systems.
- Attend meetings and training courses as required, including regular supervision meetings and annual appraisal with the Director.
- Uphold and implement the policies and procedures of Apex Scotland throughout all aspects of the work of the organisation.

### Who you will be working with:

- The Leadership Team
- Finance Manager and other Operational Service Managers
- Internal and External stakeholders
- Service delivery and support colleagues

The above accountabilities and responsibilities are not exhaustive, and the Jobholder may be required to undertake additional duties that are consistent with the level and grading of the role.

**Job Evaluation**

<b>Level of Demand</b>	<b>Factor Level</b>		<b>Factor Level</b>
Communication Skills	4	Responsibility for Financial Resources	3
Dealing with Relationships	2	Responsibility for Physical Information and Resources	3
Responsibility for Employees	4	Initiative and Independence	5
Responsibility for Services to Others	4	Knowledge	4