Job Title: Operations Manager

Reports To: Divisional Director

Job Purpose

As Operations Manager you will lead operational delivery of our support. Reporting to the Divisional Director the Operations Manager is responsible for overseeing the day to day management of a defined area/ locations within a Division, including being accountable for all quality, finance and stakeholder relationships. You will support, coach, mentor and motivate the Support Managers to drive and deliver high quality support in accordance with legislation, regulatory standards, contractual requirements and organisational policies and standards. Ensure the needs and aspirations of the people we support are being met and that this can be evidenced through achievement of outcomes.

You will work with the following people and teams

- People we Support
- My Teams
- Operations Teams
- Commissioners
- Regulators
- Internal staff and departments including HR, Learning & Development; Finance etc.
- External agencies and other organisations, incl. Provider forums, local community groups; and key health and support professionals where required

Key Responsibilities

People We Support

1. Hold the CQC/SCI registration (Registered Manager) for the locations within your remit whether this be for supported living, outreach support or accommodation for persons who require personal care.
2. Actively support innovation; change and development programmes within the Division and across Affinity Trust.

3. Willing to work flexibly according to the needs of the organisation and I provide on call support and assistance when required

My Teams

1. Role model the highest quality and standards to ensure that the outcomes and aspirations of the people we support are met in a person centred and collaborative way
2. Lead my teams in the continuous improvement and development of quality and innovative support (including the setup of new locations)
3. Provide effective overall management of my Support Managers and their teams within my area of responsibility, ensuring that conduct, performance and attendance issues are management appropriately and effectively under relevant policies and procedures
4. Recruit the best talent, managing the recruitment of staff across my area, ensuring compliance with Recruitment & Selection Policy and Equality legislation
5. Support, supervise, motivate and develop my team of Support Managers to ensure they fulfil the responsibilities of their role and the appropriate training and coaching to do their role
6. Ensure the locations I lead are appropriately resourced with the right number of suitably qualified, skilled, trained and experienced staff.

Quality & Compliance

1. I uphold and work to all Affinity Trust policies and procedures and ensure that they are understood and implemented, including but not exclusive to safeguarding, recruitment, GDPR, EDI, HR, and health and safety.
2. I am responsible for auditing the quality of support provision across locations within my geographical area in line with CQC/SCI regulations, and internal requirements.
3. I monitor and report on the effectiveness of support delivery and contract performance; Gather required information on the location/s and other activities; participating in the monitoring requirements of the location by contributing to statistical, written and financial reports using information gathered locally and from our operations and HR systems on the performance of each location and organisational Quality and Compliance standards. Stakeholder Engagement
4. I build and maintain excellent working relationships with professionals, referrers and stakeholders, including, but not exclusive to commissioners, families, carers, staff, neighbours and the wider community ensuring contract requirements are met and opportunities for new ways of work are explored.
5. I work closely with multi-disciplinary teams to identify potential problems, acting proactively to avoid placement breakdowns, deal with complaints and to mitigate all types of risk.
6. I engage with community events, meetings and forums to promote Affinity Trust, and participate in the strategic development of the organisation assisting with the identification and development of strategies for the planning and delivery of quality, innovative support.

Finance

1. I contribute to the budget setting process for all locations and ensure effective control of income and expenditure within my remit through regular budget monitoring reviews and timely and accurate variance reporting
2. I proactively manage delegated budgets ensuring efficient use of resources including the cost-effective use of staff resources to meet the needs of the people we support

General Duties

1. I will ensure all records, personal, staff and people we support data are managed in line with GDPR and Information Governance policies, relevant legislation, codes of practice or contractual obligations.
2. I will comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974.
3. I will act in accordance with the Health & Safety and Safeguarding policies and to notify my line manager promptly if there are any concerns.
4. I will participate in regular 121 and appraisal and undertake any relevant training.
5. I will participate in and complete all relevant instructor/ train the trainer courses and deliver training to my teams, including but not exclusive to PROACT SCIPr.
6. I will work in accordance with the organisation's policies and those of external regulators or professional bodies. The list of duties is not exhaustive; the line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.

Person specification

Factor	Essential	Desirable
Skills, Competency & Values	**Communication – verbal and written** Accurate communication skills with attention to detail. Confident and persuasive communicator. Demonstrable questioning and listening skills. Explain and convey complicated information in a clear manner that is adapted to the audience. **Relationship Management** – Able to build effective working relationships at all levels, demonstrating credibility and understanding of needs. Able to propose and influence solutions. Able to show empathy and understanding to others. **Planning and Organisation** – ability to manage a busy workload, effective time management, reliable, meets deadlines, proven prioritisation and decision-making skills. Able to take a flexible approach and prioritise high volumes of work with regular interruptions. **Results oriented** – A positive 'can do' attitude, driven & focused on effective outcomes and solutions. Conscientious and customer focussed. **Technical/analytical** – able to create mail merge documents and track data to determine when	

	checks (e.g. DBS) need to be renewed. Triage calls/e-mails to determine which is most appropriate course of action (e.g. refer to manager, provide advice on a policy/process etc.) **Values –** Demonstrates company values. Self-motivated and enthusiastic to learn new skills. Demonstrates an inclusive approach at work and supportive to colleagues. Tenacious and resilient. Discrete and maintains confidentially of information.	
Education and Qualifications	Educated to at least GCSE or equivalent standard.	Educated to A-level and CIPD level 3 or above.
Knowledge		
Experience	Experience required	
Other Specific Rrequirements	Good knowledge of business software i.e. Microsoft Office/365 (Excel, Word, PowerPoint, Outlook, Sharepoint, OneDrive) and the ability to use in-house systems. Committed to equal opportunities and diversity. Occasional travel within the UK	