

Job Title: Deputy Operations Manager

Reports To: Operations Manager

Job Purpose

As Deputy Operations Manager, you will work closely with the Operations Manager to ensure the effective day-to-day delivery of high-quality support across multiple services. You will provide visible leadership bridging the gap between Support Managers and the Operations Manager, ensuring that quality standards, compliance requirements, and contractual obligations are consistently met.

You will work with the following people and teams:

- People we Support
- Support Managers and their teams
- Operations Manager
- Commissioners and Regulators
- Health and Social Care professionals
- Internal staff and departments including HR, Learning & Development, Finance, etc.
- External agencies and organisations including provider forums, local community groups, and other key professionals as required

People We Support

1. Promote and embed person-centred practice, ensuring that the voice of the people we support are central to service development and delivery.
2. Ensure support plans, risk assessments and outcomes are current, accurate, and reflect the needs of individuals.
3. Build positive and proactive relationships with families, carers, advocates, and professionals to promote collaboration and best outcomes.

4. Be flexible in working across locations, providing hands-on support where required, and take part in the on-call rota.

My Teams

1. Role model the highest standards of practice and behaviour, promoting a culture of accountability, respect and continuous improvement.
2. Support, coach, and mentor Support Managers to develop effective leadership and achieve service excellence.
3. Act as an escalation point for operational challenges, including rota management, staffing, safeguarding, or delivery issues, resolving problems in a timely and professional manner.
4. Support recruitment, induction, and retention of high-quality staff in line with organisational policies and values.
5. Assist in implementing new systems, initiatives and processes across services, ensuring consistency and engagement at all levels.

Quality & Compliance

1. Support services to meet or exceed CQC/SCI standards and requirements.
2. Conduct quality assurance audits, supporting action planning and monitoring improvements.
3. Monitor, report and review incidents, complaints, and near misses, ensuring that lessons are learned and improvements embedded.
4. Model best practice and champion a culture of learning and continuous improvement.

Finance & Resource Management

1. Support monitoring of service budgets in partnership with Support Managers to ensure resources, including staffing, are managed in a cost-effective and sustainable way.
2. Assist with cost effective deployment of staff and resources.
3. Contribute to accurate financial reporting and analysis for senior leadership when required.

Stakeholder Engagement

1. Build and maintain positive and constructive working relationships with commissioners, regulators and external partners.
2. Represent Affinity Trust professionally at external meetings, forums and community events, promoting organisational values.
3. Support the development of new and existing services in partnership with key stakeholders, ensuring innovation and responsiveness to local needs.

General Duties

1. Ensure all records are accurate and compliant with GDPR, Information Governance, organisational policies and regulatory requirements.
2. Act in line with all legal and regulatory requirements, including safeguarding, employment law, and health and safety legislation.
3. Ensure the health, safety and wellbeing of yourself, colleagues and the people we support by adhering to risk assessments, policies and procedures.
4. Participate in regular supervision, appraisal and personal development planning, undertaking relevant training as required.
5. Support the delivery of organisational training programmes, including participation in instructor-led or train-the-trainer roles as agreed.
6. Undertake any other duties commensurate with the role and responsibilities, as reasonably required by the Operations Manager.



Person specification

Factor	Essential	Desirable
<p>Skills, Competency & Values</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>Results oriented – A positive ‘can do’ attitude, driven & focused on effective outcomes and solutions. Conscientious and customer focused.</p>	

	<p>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 confidentiality of information.</p>	
<p>Education and Qualifications</p>	<p>Educated to at least GCSE or equivalent standard.</p>	<p>NVQ 5 / QCF Diploma in Health & Social Care related subject or willing to work towards</p>
<p>Knowledge</p>	<p>Identify and take action to resolve issues quickly and efficiently.</p> <p>Demonstrate a significant knowledge and understanding of the needs of people with learning disabilities, mental ill-health, and complex support needs.</p> <p>Knowledge and understanding of CQC/SCI Regulations and reporting requirements.</p> <p>Knowledge and understanding of the Mental Capacity Act and Deprivation of Liberty Standards.</p>	
<p>Experience</p>	<p>Supervisory experience in health/social care.</p> <p>Understanding of CQC standards.</p> <p>Engage with and place people we support at the heart of their support.</p> <p>Experience of managing the support and staff in a health and/ or social care setting.</p>	

	<p>Experience of dealing with and reporting Incidents/Accidents/Near Misses and safeguarding reporting.</p> <p>Experience of leading and managing a dispersed team across multiple locations, including recruiting, and managing performance.</p> <p>Demonstrate the ability to effectively managing budgets.</p>	
<p>Other Specific Rrequirements</p>	<p>Good knowledge of business software i.e. Microsoft Office/365 (Excel, Word, PowerPoint, Outlook, Sharepoint, OneDrive) and the ability to use in-house systems.</p> <p>Committed to equal opportunities and diversity.</p> <p>Occasional travel within the UK</p>	