

## **Job Description**

### **Operations Manager**

<b>Responsible to:</b>	Head of Operational Services
<b>Grade:</b>	Level 1
<b>Responsible for:</b>	Staff based in a geographical locality
<b>Location:</b>	East locality
<b>Hours:</b>	37.5 hours per week, plus additional hours to meet the needs of the post

#### **Overall Aim**

The post holder is responsible for managing and developing services within a defined geographical locality

The post holder is accountable for supporting achievement of ambitious targets for growth as highlighted in our corporate strategy and will lead any inspections and in some cases be the registered manager for CQC / Ofsted

All of our service provision will be delivered in a person centred manner, with absolute engagement of the beneficiary and/or their significant others. For every section of this job description, it is implicit that this will be the starting point. The I statements, attached, are also implied in all aspects of this job description.

#### **Main Objectives:**

The post holder is responsible for:

Providing management, direction and operational leadership, within a defined geographical locality ensuring delivery of innovative and effective services within the budgets available.

A range of accommodation and community services within a defined geographical area.

Ensuring with support that the defined geographical locality meets financial targets, complies with Sense standards, quality indicators, all Ofsted and CQC requirements and inspection report recommendations and that all legislative and regulatory requirements are fully met and monitored.

To ensure with support that the children, young people and adults accessing Sense service provision receive excellent, care and support during their time within services so they can achieve high quality outcomes in all aspects of their development.

Work with Sense colleagues to develop innovation, marketing and growth

Involvement of deafblind people in the design, delivery and evaluation of the services

## **1. Quality of Services**

To ensure that all services line managers meet or exceed the expectations of deafblind people, statutory bodies and Sense. In particular to ensure:

- That all services regulated by CQC achieve and maintain at least full compliance with the essential standards of quality and safety; and
- That Sense's internal standards in relation to the needs of people with multi-sensory impairment are met and that the standards are continually challenged to ensure best practice; and
- That deafblind people are supported in the most person centred way possible.

To ensure that each deafblind person receives a service that reflects the specialised needs of people with a multi-sensory impairment.

To contribute to ensuring that policy, guidelines and standards are consistently high across all services.

## **2. Service Development**

- To contribute to the process of designing, securing and implementing new services to achieve at least growth in line with the operational plan within the Directorate every year.
- Ensure that all referrals and requests for information are dealt with in a timely and effective manner which has the deafblind person at the centre of the process.
- To engage deafblind people, their families, representatives and purchasers in determining the type of local services that may be needed now and in the future.
- Support professional and organisational development that will have a beneficial impact for deafblind individuals who use services.
- To support the process of ensuring that services are continually reviewed to achieve cost savings without compromising quality.

## **3. General Management**

- To be part of a local management team and ensure that information is cascaded to appropriate service managers.
- To ensure that all services are operated within allocated budgets.
- To ensure a safe working environment for all staff, visitors and users of the service: to meet legal and organisational expectations in relation to health and safety.

## **4. Strategic direction / operational leadership**

- The development of Services in the related geographical locality and new practices implemented as required.
- To understand professional developments in the social care fields and to assess the impact of such developments on Services in the locality.
- To develop and support effective collaborative working both internally and externally with regulatory and funding bodies, mainstream and specialist providers and key players in the disability sectors.

## **5. Operational leadership**

- To support the maintenance and continuous review of the services ensuring it supports the appropriate control of performance and activity leading to cost effective, high quality service delivery.
- Ensure that the Services in the defined locality reflect the organisation's vision and values and in particular that the Sense I Statements are thoroughly embedded and followed across the services.
- To lead and encourage critical analysis and problem-solving among managers to support their personal development

## **6. Operational and Financial compliance**

- To work with the Head of Locality and the locality team towards achieving strategic objectives with specific emphasis on actions required towards achieving Ofsted and CQC Outstanding gradings.
- To work with the Head of Locality to ensure that effective performance management and quality assurance systems are services in the geographical locality
- To be accountable for the positive achievement of the annual budget for Sense Operational Services in the geographical area.
- To work with the Head of Locality to ensure that Sense Operational Services in the geographical locality have devolved financial systems that deliver effective control and sound financial management; working in collaboration with corporate finance colleagues
- To work with the Head of Locality to ensure Sense Operational Services staffing and resourcing model reflects structures of changing operational delivery models.

## **7. Continuous Development and Supporting Excellence**

- To work with the Head of Locality to ensure that Sense Operational Services in the geographical locality maintain and further develop a high quality, professional workforce in line with care sector standards.
- To ensure that the continuing professional development of the locality management team is maintained and reflects current priorities as appropriate.
- Work with the corporate Quality Team and with service managers and staff, to make processes within services as person centred and as efficient as possible, minimising unnecessary paperwork and processes.

## **8. Innovation in the operation, delivery and growth of services**

- Working with the Head of Locality to maintain an up to date knowledge of developments across the sector related to the operation and delivery of care and support services, networking externally as appropriate.
- Maximising the use of new technology within operational services with the aims of (i) enabling people to be more independent, and have more control over their lives; (ii) reducing costs; and (iii) increasing engagement with Sense staff and other stakeholders.
- Leading on work developing practice within Sense within area of responsibility, particularly as it relates to support to people with complex communication needs.
- Agreeing targets for local growth work with the Head of Locality and ensure that they are achieved.

- Ensuring that all managers work in an outward facing way, proactively engaging with their local communities and marketing the services to individuals and commissioners locally.
- To work with the Head of Locality for ensuring that service marketing and recruitment result in the achievement of appropriate income levels

#### **9. Contribution to the corporate leadership of Sense**

- Work with the Head of Locality to ensure that Sense's strategic objectives and decisions are well informed, clear, implemented on time and within budget; and working on projects and corporate activities as requested.
- Promoting the Sense image, brand and reputation to internal and external audiences, demonstrating a willingness and ability to work with and learn from others.

#### **10. Other responsibilities**

- Operating a management culture that is performance based but is also supportive which includes coaching at all levels.
- Maintaining and developing effective relationships with all Sense stakeholders including the people we support, families and advocates, commissioners and other funding authority representatives, regulators and inspectors, education and healthcare professionals and members of the public.
- To ensure that all individuals who use services are treated with dignity and respect at all times
- To ensure robust and effective policies and procedures are in place for the safeguarding of vulnerable adults and young people and to oversee the services performance in safeguarding matters.
- Complying with all Sense policies and procedures and actively promote the principles of equality and diversity, working in a manner that maintains a safe, healthy and supportive environment for staff volunteers and the people we support.
- Undertaking any other duties commensurate with the grade and nature of the post.

## Person Specification

### Operations Manager

<b>Education and Training</b>	
<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Level 5 Leadership and Management in Health & Social Care Diploma or equivalent; or Relevant professional teaching qualification; or Registered managers award; or Accredited Intervener course.	Relevant management qualification
Evidence of continuing professional development at academic level	

<b>Achievements, Knowledge and Experience</b>	
<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Successful track record at senior management level in the sector working with people with disabilities / sensory impairment	Understanding of a large charitable organisation
Experience in the Ofsted / CQC role	
Experience of building, motivating and leading staff teams	Experience of leading and managing strategic and operational change
Experience of developing day to day internal and external working relationships	
A record of developing and delivering services	Experience in contributing to writing successful grant proposals and bids
Able to demonstrate a record of ensuring processes are in place that safeguard vulnerable people and deliver excellent quality standards	
	Demonstrable experience of effective business planning and delivery of services

<b>Skills, Abilities &amp; Behaviours</b>	
Strong commitment to Sense's vision and values and to identifying and overcoming barriers that prevent deafblind people from being full and active members of society.	Commitment to listening to and valuing diverse views.
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Skilled in establishing, influencing, negotiating and building sustainable working relationships both internal and external to Sense.	Provides access to a network of professional contacts that will enhance the performance of the locality.
Good communicator who is able to provide leadership and direction to staff and executive as appropriate. Demonstrates excellent written and verbal communication skills and ability to communicate with stakeholders in a clear, meaningful and effective way	
Able to plan, prioritise and deliver to tight timescales, responding flexibly and positively to change and work effectively under pressure	
Encourages decisions to be taken at the lowest level possible, providing clear boundaries, support and advice; and without giving up on overall accountability.	
Experience of successfully managing significant multiple cost centre budgets within income and expenditure targets	
Ability to evidence the behaviours outlined in the 'I' statements	

<b>Other</b>	
<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Able and willing to travel regularly across locality of responsibility and occasionally on a national basis including overnight stays	
	Full Driving Licence
Comprehensive I.T. skills in Microsoft Packages	