

**Job Title:** WHP JETS Operations Manager

**Reports to:** Contract Director

**Location:** Central England & Home Counties

## **Purpose**

Reporting directly to the Contract Director, the role will be aimed at supporting the performance of the expanded Work and Health Programme: Job Entry Targeted Support (WHP/JETS).

The role will ensure all operational delivery is operated safely, efficiently and achieves or exceeds performance expectations.

We need an Operations Manager to lead the delivery of supporting people to change their lives positively through finding work. Our staff strive to make an impact by looking for new and innovative ways to motivate people who are disadvantaged in the job market. They deploy out-of-the box thinking to provide personalised support to help people take control over their lives.

To stand-out you need to champion and embrace change, balance the empathy of a charitable heart with a commercial edge, and be willing to learn and collaborate with others.

We need a person with a background in management, budgeting and delivery of continuous improvement as well as change management. Working with key stakeholders, the successful individual would have a proven track record of achieving objectives through strong relationship management. A solution focussed approach, which enables risks and issues to be minimised is ideal, as is the ability to make decisions based on analytical assumptions.

This is a complex and challenging operations management role, which requires strong management and contract delivery skills. The post holder has responsibility for the efficient, effective and evidence based delivery of excellent performance in all services measured against contractual requirements.

## **Main Duties and Responsibilities**

1. Ensure that all services/contracts meet or exceed performance and contractual targets, putting in place remedial action as required.
2. Meeting or exceeding all required external standards as part of compliance audits and reviews, ensuring clear continuous improvement plans are development and followed.
3. Analyse and share regular reports/MI with delivery teams. Identifying trends that impact on effective delivery of contract leading to remedial action being agreed.
4. Control and manage all financial aspects of performance, ensuring that all transactions are validated and regularly monitored.
5. Facilitate the involvement of internal and external stakeholders in design, delivery and evaluation of our services as appropriate.
6. Ensure delivery teams have a clear understanding of all systems to enable a clear focus on performance, quality, finances, compliance and equalities.
7. Effective Project Management of key areas of Operational Change.
8. Communicate and motivate team(s) to enable all employees to achieve and realise their true potential, ensuring that succession and continuity planning is in place for all roles and levels.
9. Set personal development and performance targets for direct reports, monitor these are met, and ensure appropriate corrective action is taken if targets are not being achieved.
10. Ensure that the business strategy is communicated to the local team so that staff understands and supports the organisations growth.
11. Support the Shaw Trust supply chain in a designated area, working with others to ensure performance is managed, whilst delivering a quality customer experience.
12. Support the facilitation of opportunities for shared learning and development within the supply chain.
13. Work with other staff members to maximise high level supply chain performance that complies with contractual requirements.

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work etc. Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

This role description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.



## Person Specification

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(E = Essential D = Desirable) **Competencies**

<b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"> <li>Management training/qualification. <b>(D)</b></li> </ul>
<b>Experience, Knowledge and Skills</b> <ul style="list-style-type: none"> <li>Experience in successfully managing target driven services and teams within a high performance culture. <b>(E)</b></li> <li>Operational management experience of large scale customer service contracts or similar, delivered internally and/or through a supply chain. <b>(E)</b></li> <li>Experience of supporting, motivating and engaging others. <b>(E)</b></li> <li>Experience in managing, coaching and leading a team to drive success in a challenging and target driven environment. <b>(E)</b></li> <li>Experience in establishing and maintaining productive relationships with partners and stakeholders. <b>(E)</b></li> </ul>
<b>Skills and Attributes</b> <ul style="list-style-type: none"> <li>Ability to demonstrate success in managing budgets with real achievement in meeting or exceeding targets. <b>(E)</b></li> <li>An operational understanding of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers. <b>(D)</b></li> <li>Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. <b>(E)</b></li> <li>Ability to manage change. <b>(D)</b></li> <li>An understanding of the local area commissioning and service delivery environment. <b>(D)</b></li> <li>An understanding of the national government commissioning and contracting environment and context. <b>(D)</b></li> </ul>
<b>Personal qualities, communicating and relating to others</b> <ul style="list-style-type: none"> <li>Excellent interpersonal, communication and presentation skills. <b>(E)</b></li> </ul>
<b>Safeguarding</b> <ul style="list-style-type: none"> <li>Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li> <li>This post requires a Disclosure and Barring Service check at Enhanced level. <b>(E)</b></li> </ul>

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**
- An understanding of the national government commissioning and contracting environment and context. **(D)**