

HEAD OF OPERATIONS

JOB DESCRIPTION

Job Title: Head of Operations

Salary Range: £45,000 per annum

Reports to: Service Director

Location: Trevone House, Gloucester

Key Purpose of Post

To offer high levels of operational oversight and management of the day to day running of the provision.

Main Duties and Responsibilities

Duties

- Provide operational oversight and the line management of Team Leaders within Trevone House
- Support the Team Leaders and Senior Officers to supervise and lead a team of Support Officers to achieve best outcomes for young people at Trevone House.
- Manage and be accountable for the transition of young people to and from Trevone House, ensuring minimum impact to the daily lives of the residents.
- Ensure good employment opportunities, education and training for the young people who are residents at Trevone House.
- Liaising with and building positive relationships with external bodies to provide outreach work for the young people.
- Support young people who are leaving Trevone House with bespoke staying close support packages to ensure ongoing support within the community.
- Attend the multi agency panel to discuss the care of current residents and new referrals for Trevone House.
- Work collaboratively with key external stakeholders to ensure a multi-agency approach to the care of the young people at Trevone House.
- Be accountable for the health and safety management at Trevone House

- Ensure high standard of quality assurance ensuring all information is recorded appropriately.
- Work in line with the Trevone House specification for service ensuring all contractual terms are being met with.
- Ensure high level of safeguarding across Trevone House for all residents and staff.
- Participate in the on-call rota for Trevone House, providing out of office management support for staff.
- Take responsibility for the financial management of Trevone House ensuring budgets are maintained for staffing and facilities.
- Ensure effective recording of key performance indicators (KPI's) for data to be analysed and reviewed.
- Monitor the facility and ensure all defects and faults reported are repaired or reviewed within a timely manner.
- Review and resolve all complaints submitted regarding Trevone House.
- Work alongside HR Recruitment to recruit to vacancies within Trevone House ensuring all safer recruitment principles are applied.
- Support the Office Manager with rota management ensuring minimal staffing levels are met.
- Motivate and empower staff teams to lead on their own continued professional development in line with their workforce development plans.
- Ensure completion of statutory and mandatory training requirements for all staff.
- Facilitate the induction of all new starters to Trevone House, ensuring a consistent approach to their training.

Other

1. To undertake any further training as identified in the Shaw Trust and Homes2inspire 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 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 and Homes2inspire 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. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

This job 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.

Personal Specification

Job Title:

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• Level 5 in Leadership and Management. E
Experience <ul style="list-style-type: none">• Previous experience working in a setting with children and young people. E• Knowledge of Ofsted & CQC legislative and regulative requirements. D• Experience of managing and leading a team of staff. E• An understanding of the impact of adverse childhood experiences on young adults and therapeutic approaches. D• Experience of working and engaging with hard to reach young people E
Skills and Attributes <ul style="list-style-type: none">• Awareness of market environment E• Critical thinking and analytical E• Attention to detail and ability to quality assure data E
Personal qualities, communicating and relating to others <ul style="list-style-type: none">• Operate with professionalism and in line with duty of candour. E• Able to professionally challenge effectively and appropriately. E• Ability to communicate effectively verbally and by written methods. E• Ability to work collaboratively with multi agencies. E
Safeguarding <ul style="list-style-type: none">• Knowledge of Safeguarding practices for Children and Adults. E• Ability to work in line with safeguarding practices for Children and Adults. E
Other