

**Job Title:** Regional Operations Manager

**Location:** East Central Region

**Salary Range:**

|            |                   |
|------------|-------------------|
| Other      | £50,000 - £60,000 |
| South East | £52,500 – £62,500 |
| London     | £55,000 - £65,000 |

**Reports to:** Head of Work and Health Programme

### **What we need?**

The Operations Manager will be responsible for managing the overall operational delivery of a large Contract Package Area for the Work and Health Programme. We require strong management experience, preferably within a similar role and proven performance management, operational planning and organisational skills.

Ultimately you are responsible for the employability and support services delivered internally and through our supply chain. Ensuring services are consistently delivered to the highest standards meeting all performance and contractual requirements. You will directly line - manage a team of Area Managers and a Supply Chain Manager. You will need to empower and encourage your staff to be flexible team players who in turn enable delivery staff and supply chain partners to support participants to take control of their lives and move into employment.

You also need to be adept at developing and maintaining relationships with local integrated services. Building local stakeholder relationships to enhance and expand the services to participants.

### **Are you right for the job?**

- Do you have the management experience to deliver a large government flagship contract to help participants facing disadvantage in the labour market gain sustainable employment?
- Do you thrive in an environment that encourages you to find new ways to deliver services that help people and communities?
- Do you have a strong track record of achieving or exceeding performance targets?
- Do you motivate people, work well in a team and stay focused under pressure?

## **Main Duties and Responsibilities**

1. Ensure the operational delivery of Work and Health within the designated region Programme (both internally and supply chain) meets all contractual requirements and/or exceed all performance targets.
2. Ensure all agree customer service standards and agreed external standards are met at all time and for all participants (including those supported by our supply chain) .
3. Work closely with the Risk & Quality Assurance team to support compliance audits and reviews, ensuring clear action plans are agreed and implemented at both a contract and local level to continually improve service delivery.
4. Ensure the effective contract management of all supply chain partners and support the Supply Chain manager to implement all agreed internal management processes and procedures.
5. Analyse and share regular reports/MI with delivery teams and supply chain partners . Identifying trends that impact on effective delivery of the service, agreeing remedial or improvement action where required.
6. Control and manage all financial aspects of service delivery and performance, ensuring that all transactions are validated and regularly monitored.
7. Build and maintain effective working relationships with partners and stakeholders to ensure effective service integration at a local and regional level. This will include agreeing co-location of service delivery, cross-referral to other local provisions and accessing other funding streams.
8. Facilitate the involvement of participants, supply chain partners, employers and wider stakeholders directly in design, delivery and evaluation of our services.
9. Manage delivery teams understanding of the systems that enable a clear focus on performance, quality, finances, compliance and equalities.
10. Communicate and motivate delivery teams to ensure employees achieve and realise their true potential, ensuring that succession and continuity planning is in place for all skills and levels.
11. Set personal development and performance targets for direct reports and ensure these are met, and ensure appropriate corrective action is taken if targets are not being achieved.
12. Ensure that the business strategy is communicated to the local team so that staff understands and supports the organisations growth.

## **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 participants, 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.

## **Person Specification**

### **Job Title: Operations Manager**

(E = Essential D = Desirable)

#### **Competencies**

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides the highest levels of service possible to all customers internal and external **(E)**

#### **Technical competency (qualifications and training)**

- Management training/qualification. **(D)**

#### **Experience, Knowledge and Skills**

- Experience in successfully managing target driven community based services and teams within a high performance culture. **(E)**
- Experience of the operational management of high level or complex delivery of customer services and contracts internally and/or through a supply chain. **(E)**
- Demonstrable experience of managing a remote and dispersed staff team working on both a community delivery and outreach basis.
- Experience of supporting, motivating and engaging others. **(E)**
- Experience in managing, coaching and leading a team to drive success in a challenging and target driven environment. **(D)**
- Experience in establishing and maintaining productive relationships with partners and stakeholders. **(E)**
- Ability to demonstrate success in managing budgets with real achievement in meeting or exceeding targets. **(E)**
- An operational understanding of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers. **(D)**
- 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. **(E)**
- Proven ability of managing change in a complex business environment. **(D)**

- Excellent interpersonal, communication and presentation skills. **(E)**
- An in-depth understanding of the local area commissioning and service delivery environment. **(E)**
- An understanding of the national government commissioning and contracting environment and context. **(D)**

### **Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a DBS at Enhanced Level. **(E)**

**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.**