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# Operations and Development Manager

**Job Description**

Together aims, within our values and through our practices, to create an environment that allows everyone to flourish and achieve his or her full potential.  We respect the individual and each person’s unique needs, experiences and contribution.

We will support each person’s wellbeing through well designed job roles and supportive management and leadership.  We will encourage and listen to our employees’ concerns, actively promote a healthy work life balance and lifestyle and champion personal development.

**Accountable to**  Director of Operations and Development

## Job purpose

## Efficient and effective leadership and management of a group of services, including responsibility for transition and organic growth

* Identification and negotiation of new business and service contracts, in consultation with service users
* Development of local external relationships and partnerships with appropriate stakeholders

## Key responsibilities

* Ensure that all services for which you are responsible comply with relevant legislation, Together’s values, policies and practices and contractual requirements.
* Identify, nurture and secure development opportunities which provide significant income generation in line with Together’ strategic and operational targets.
* Lead the transformation of a portfolio of services in line with Together’s strategic plan with particular reference to self-directed support, the recovery pathway and independent living.
* Promote service user leadership within services and ensure that appropriate systems and practices are implemented, maintained and evaluated to promote the rights and responsibilities, equality and diversity and the right to confidentiality of information of service users.
* Ensure that Together’s health and safety policy and procedures and quality assurances systems are being implemented in all services.
* Involve service users, staff and relevant individuals/agencies in reviewing the quality of the service delivered and developing improvements in this.
* Develop, with individual project co-ordinators, realistic budget proposals for each service and, where appropriate, recommend more efficient use of financial resources.
* Monitor income and expenditure against budgets and ensure that appropriate action is taken to control these.
* Interview and select appropriately competent staff for services within the context of Together’s recruitment policy and procedures.
* Promote good performance standards from staff within services and address shortfalls, adhering to relevant organisational policies and procedures.
* Promote good employee relations within services and respond to grievances or potential disciplinary matters, adhering to Together’s policies and procedures. Undertake investigations as necessary.
* For those staff reporting directly to you, identify development needs; plan how these will be met to improve performance; support them in the learning process; assess their progress and assist in their development.
* Keep abreast of local and community initiatives, which impact upon current services or may lead to the development of new services and share knowledge with colleagues and managers.
* Promote the work of the services and of Together through team meetings, user groups, and other Together groups and in the local community and develop professional working relationships with relevant agencies.
* Ensure effective communication across and within each service and the wider organisation.
* Share knowledge and learning across the organisation using established Together channels, especially the intranet.

This is not intended as an exhaustive list of tasks and, from time to time, the job description will be reviewed to ensure that it meets the changing requirements of the job and in line with future policy changes.

#### Confidentiality

* Information relating to users must be treated in the strictest confidence and discussed only within the project with the appropriate members of staff or with named assessor/care co-ordinator.
* Information relating to staff must be treated in the strictest confidence and discussed only with other senior staff or line manager.

This list is not exhaustive and amendments and additions may be required in line with future policy changes.

#### Equal Opportunities Statement

We acknowledge the unique contribution that all Together employees and service users can bring to the work of the projects and the organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Full details may be found in the Human Resources Policy and Procedure Manual. Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.



**Operations and Development Manager**

**Person specification – competencies**

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| **Competency requirements** | **Indicators** |
| **Personal values** | * Holds values that are consistent with Together’s * Understands concept of wellbeing and promotes Together’s contribution to it internally and externally * Is committed to service user leadership * Promotes choice and the protection of individuals * Commitment to own personal development |
| **Decision-making** | * Makes timely decisions based on the best available knowledge after evaluating the potential impact * Demonstrates an understanding of the broader political, economic, technical, health and social policy factors which affect Together’s work * Applies knowledge appropriately and translates into effective policies, processes and plans * Refers to Operations Director as appropriate but operates effectively within sphere of influence |
| **Planning and delivering** | * Is outcome focused and aims for excellence * Identifies priority objectives and focuses on areas where greatest impact is needed * Accepts accountability for success or otherwise of team * Identifies risks and makes contingency plans * Identifies improvements which can be made, in line with Together’s corporate strategy * Identifies new business opportunities in local area |
| **Managing others** | * Develops and oversees the implementation of quality assurance and control processes * Encourages the development of staff at all levels * Exerts influence on people to take action in ways which will make a short to medium impact on the performance of group of services * Leads and promotes a culture which recognises the importance of meeting the needs of all stakeholders * Leads the development of a culture which encourages innovation and continuous improvement * Sets and monitors high standards of performance and deals effectively with issues of poor performance * Supports major change programmes affecting the organisation as a whole |
| **Managing resources** | * Develops and manages budget for group of services * Develops clear plans for the recruitment, deployment, management and retention of people which support Together’s vision, values, strategies and objectives |
| **Managing relationships** | * Develops relevant local partnerships * Encourages team working and skills sharing * Encourages an open, positive and outward-looking culture by role modelling * Acts at all times as an ambassador for Together |
| **Managing communications** | * Communicates clearly, persuasively and appropriately, orally and in writing to all audiences * Is computer literate |

Experience of managing services in a social care or health setting is essential, although experience in the voluntary and community sector is not essential.

Access to appropriate transport to cover geographical spread of services within area of responsibility is essential.