

JOB DESCRIPTION

Job title:	Operational Manager, Southwest Region
Service:	Services and Innovation
Salary:	Grade 4 (upper) point 34-38 + £480 Home-working allowance per annum (pro rata)
Hours:	Flexible 18.5 hours per week (part-time)
Location:	Home-based (with frequent travel required across the Southwest including Dorset & Wiltshire)
Responsible to:	Deputy Director of Services and Innovation, South Region

Summary of role:

This is a senior operational management role within Family Action. The post holder will contribute to the delivery of the organisations strategic aims to ensure Family Action is Stronger than Ever. The post holder will model the organisations values; people focus, can do, excellence and mutual respect.

The post holder will have operational oversight of a range services and contracts in the Southwest Region including budgets, staff management, contract management, etc. They will provide direct leadership and management to local project managers and will report directly to the Deputy Director of Services and Innovation for their region. They will ensure Family Action develops and maintains strong local relationships at operational and strategic level, which support the delivery of high-quality services and promote opportunities for future growth in the area.

Key tasks and responsibilities:

Stronger Organisation

Focus on strengthening, training, and developing the workforce and volunteers

1. To provide leadership to ensure staff are motivated, appropriately inducted, managed, supported, supervised, appraised, and trained within their portfolio of services.
2. To oversee the safe and effective recruitment of new staff as required following the principles and guidance of Family Action's safer recruitment and equal opportunities in employment policy.
3. To take a lead role in developing Family Action's approach to service delivery across a varied portfolio of services and promoting best practice in this area across the organisation

4. To develop and maintain positive relationships with commissioners, strategic partners, and internal teams.
5. To undertake HR processes relevant for effective team leadership including complaint investigations, performance processes etc as required and in line with their level within the organisation.

Focus on developing the organisations culture, encouraging ideas and innovation, and keeping service users at the heart of everything

6. Develop the use of the organisations values and behaviours to promote an entrepreneurial culture and contribute to the development of new service ideas.
7. Seek to identify opportunities to develop new business across the region and contribute fully to relevant tender and funding opportunities.
8. To be an advocate for co-production with service users to increase the opportunities for service users to influence and shape the way services are designed, developed, and delivered.
9. To be actively involved in wider organisational meetings, events, and networking activities.

Stronger Systems and Impact

Support the modernisation of working practices, systems, and environment

10. To ensure the provision of high-quality services by managing in accordance with Family Action policy, standards, and procedures.
11. Support the development and robust use of the organisation wide case management system (CMS) or the data collection system used by the services within their portfolio and to complete regular, robust case file audits through the CMS to ensure the quality of delivery is maintained and any issues quickly addressed.
12. To oversee the preparation of business plans, including financial and budget plans and work with the head of implementation to ensure the smooth implementation of new services or restructures.

Excel in evidencing the impact and describing, evaluating, and promoting the organisations work

13. Ensure all the services under their management have a commitment to and the systems in place to evidence the impact of their work both for contract compliance and for the organisation to continuously improve our outcomes.

14. Review outcomes data of services to identify priorities for further work or investment.

Stronger Services and Innovation

Monitor and strengthen the quality-of-service delivery and organisational performance and risk management

15. To continually enhance the organisations safeguarding work through robust quality and risk oversight and through liaison with the Deputy Director of Safeguarding & Quality Performance.
16. To ensure that all services have in place appropriate accredited tools and systems for measuring and analysing outcomes to improve outcomes for services users.
17. To assess and address any identified issues of quality, performance, or risk immediately both with relevant staff under their management and their line manager.
18. To prepare for, attend and contribute fully to monthly supervision.
19. To have oversight of project budgets and ensure that services do not generate a deficit.
20. To prioritise effectively organisational requirements including meeting deadlines for budget submissions etc.

Promote service user and volunteer engagement

21. To champion and embed co-production within the ethos of their services.
22. To support the implementation of the organisations volunteering strategy within their services.

Innovation

23. To continually look for innovative, higher quality and more effective ways of providing existing or new services which meets the changing needs of service users, commissioners, and policy makers.

Stronger Strategic Growth and Partnerships

Support the development of new service models, and strengthen Family Action's presence and impact

24. To provide seamless quality of relationships with commissioners and partners.
25. To actively promote the work of Family Action to increase professional and public awareness of its work and increase business opportunities.

26. To support the organisation to seek out and develop new contracting and funding opportunities and to take every reasonable action to retain funding for existing services.

Strategic Partnerships

27. To support the organisations development of a range of strategic partnerships to expand our service delivery and to negotiate and develop effective working partnerships with commissioners, partners, and users of services and with colleagues within Family Action.

In addition

28. To be able to always evidence Family Action's values, which underpin Family Action's mission of 'building stronger families' by:

- a) Being **people** focused
- b) Reflecting a '**can do**' approach
- c) Striving for **excellence** in everything we do
- d) Having **mutual respect** for everyone we work with, work for and support through our services

29. To ensure you have an understanding (appropriate to your role) of and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

30. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

31. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.

32. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

Qualifications/Training:

1. A recognised professional qualification at a minimum of NVQ Level 4 in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development. A management qualification or experience is desirable.

Experience:

2. Demonstrable evidence of setting up and/or managing several projects providing services for vulnerable people.
3. Demonstrable evidence of effective supervision, appraisal, management of projects or teams, including budget oversight.
4. Experience of monitoring, evaluating, and reviewing service performance and outcomes and the ability to collate and analyse information and produce detailed reports and action plans based on that information.
5. Experience of successful multi - agency working
6. A good track record of writing or contributing to proposals and tenders.

Knowledge:

7. A thorough knowledge of good practice and legislation in relation to safeguarding, social care provision and outcome management.
8. Knowledge and understanding of the needs of vulnerable service users of all ages combined with an awareness of the needs of diverse ethnic communities.

Skills and Abilities:

9. Ability to develop and manage Family Action services in response to the changing political and policy environment.
10. Excellent presentation skills and confidence in the use of IT including Excel and Outlook.
11. Ability to deliver Family Action's commitment to equal opportunities, equality of access and anti-discriminatory practice in service delivery and employment.
12. Ability to build and sustain effective professional relationships with colleagues, partners, and commissioners.
13. Ability to work effectively within HR legislation and with Family Actions Human Resources team for the safer recruitment, and management of staff and volunteers.

14. Ability to develop and manage systematic processes.
15. Ability to provide effective professional management of service provision, budget and budget planning processes, complete regular audits and other management functions as required.
16. Ability to market and sell the organisations portfolio of work to funders and customers.
17. Ability to contribute to the overall growth aims of Family Action, by creating and managing relationships with partners and commissioners, generating interest and workflow, contributing to, and writing tenders.
18. Ability to demonstrate personal credibility, liaise, effectively network, and communicate at senior levels.
19. Ability to contribute to the overall development of Family Action policy.

Values

20. To be able to always evidence Family Action's values, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services