

Job Title:	<b>NORTH EAST OPERATIONS MANAGER</b>	Carers Federation Job Grade:	<b>3a</b>
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Job Profile	
<b>Job Role Purpose</b>	
<b>Typical Role Purpose</b>	<b>Specific Job Purpose</b>
To manage a key operation within company policy maximising service and/or revenue whilst minimising cost to agreed budget. Further, to plan the business area and discipline, defining and developing new systems, processes and procedures that influence own and wider area of responsibility.	Responsible for the implementation and delivery of operational strategies and vision that supports organisation goals and Services' objectives to deliver professional, high quality and reputable services. Sustaining and developing existing services to drive operational performance standards and achieve key goals. Reporting and forecasting for Carers Federation to identify, evaluate and report Service performance
<b>Typical Accountabilities</b>	<b>Job Specific Accountabilities</b>
<b>Business Process – Manager role specific</b>	
<b>Strategic Input</b> Provide input into strategic plans and translate the strategy into specific plans for the area of responsibility.	<ul style="list-style-type: none"> <li>With the SMT and Service Managers, support the design and delivery of Carers Federation strategic plans across the North East.</li> <li>Develop specific plans and KPI's that deliver continuous service levels in line with available funding; should support identified and agreed objectives and strategies, including finance and business plans.</li> <li>Ensure appropriate methods are adopted to deliver accurate and periodic forecasting, analysis, and management reporting to ensure company, Services and Department strategies are realistic and achieved.</li> <li>Enforce regular updates on planning progress for Services and Department strategic plans through meetings (monthly), to ensure plans remain on track – flag early and address potential problems.</li> <li>Business development – liaise with the SMT over strategy for new business opportunities</li> <li>Produce and disseminate regular operational updates, ensuring all key messages are communicated in a timely and appropriate way allowing for two way dialogue.</li> </ul>
<b>Operational Plans and/or Critical Paths</b> Produce and implement operational plans and critical paths that support the achievement of agreed service/department strategy.	<ul style="list-style-type: none"> <li>Ensure service plans and systems are in place in order to achieve the overall aims, objectives and agreed targets of the service as outlined in the service and business plan.</li> <li>Ensure services are delivered through to a consistently high standard in order to achieve service aims and objectives.</li> <li>Regular service communication plans are created and implemented in line with overall service strategy; plans to include gap analysis, identifying relevant stakeholders and relationship building.</li> <li>Lead regular meetings with service managers and service leads.</li> </ul>
<b>Continuous Improvement / Quality</b> Identify, develop and implement new processes, procedures & systems across business that improves efficiency and deliver to high standards.	<ul style="list-style-type: none"> <li>Service development – implementing and planning operational changes and improvements in line with strategy. Quality assurance systems maintained and updated. Overall responsibility for seeing through changes.</li> <li>Develop, innovate and implement service processes in order to deliver best practise to Carers Federation.</li> <li>Responsible for the implementation and monitoring of effective quality assurance systems; to ensure services maintain quality standards</li> <li>Responsible for direct involvement in operational changes and improvements including organisational and specific policies or protocols.</li> <li>Lead on CHAS &amp; QPM accreditations</li> </ul>
<b>Compliance</b> Responsible for developing, communicating and implementing policies to meet changing legislative or internal requirements and promote best practice, ensuring that compliance is monitored/addressed.	<ul style="list-style-type: none"> <li>Identification of risks and issues in line with the organisation's risk assessment policy. Collation and authorisation of service risk registers and business continuity plans.</li> <li>Policies – ensuring policies meet quality requirements, designing of new policies as required. Responsibility for ensuring that policies are adhered to across the services.</li> <li>Ensure Safeguarding compliance by adhering to policies and reporting Safeguarding issues and concerns.</li> <li>Work with relevant managers to ensure the production of monthly, quarterly and year end audited accounts.</li> </ul>
<b>Analysis – Market or Projects</b> Responsible for identifying customer needs, producing and presenting appropriate and accurate analysis and reports, collating and interpreting data from number of sources to meet the requirements.	<ul style="list-style-type: none"> <li>Performance – analysis, breakdown of performance across services – identifying issues liaising with Chief Executive over strategy changes required to address performance issues.</li> <li>Collaborate with SMT to evaluate and report on key performance criteria; ensure comprehensive and relevant data is distributed in order to enable teams to sustain and drive/extend the progression of each service.</li> </ul>

<b>Professional Development</b> Continue development of professional expertise; communicate key issues/trends as appropriate.	<ul style="list-style-type: none"> <li>• Evidence of continued professional learning.</li> <li>• Attend company training/development programmes.</li> <li>• Achievement against key competencies (see Person Profile).</li> </ul>
<b>Customer – Carers Federation colleagues and clients</b>	<ul style="list-style-type: none"> <li>• Support services to work jointly on appropriate opportunities/workstreams/issues and to co-ordinate in order to share workload.</li> <li>• Internal complaints – handling escalated complaints as required, reviewing policies and procedures in line with client feedback/complaints.</li> </ul> <ul style="list-style-type: none"> <li>• Ensure meetings are planned and facilitated in line with overall service plans – meetings to be outcome focused, share information and provide value for money.</li> <li>• Service updates – monthly service updates provided to SMT</li> </ul> <ul style="list-style-type: none"> <li>• Actively request and search for feedback on service provision and act upon information in order to recommend and influence SMT</li> </ul>
<b>Finance – Carers Federation cost control</b>	<ul style="list-style-type: none"> <li>• Responsibility for ensuring value for money across service by reviewing quarterly finance reports and identifying any under/overspends.</li> <li>• Analyse service costs vs. budget/target for all relevant cost lines.</li> <li>• Flag actual and potential shortfalls and issues.</li> </ul> <ul style="list-style-type: none"> <li>• Control day to day costs; ensure any significant expenditure is approved by relevant Manager before any spend is actioned or committed to.</li> </ul> <ul style="list-style-type: none"> <li>• Opportunities are thoroughly evaluated via consumer research &amp; feedback.</li> <li>• Analysis of Carers Federation operational plans and critical path to identify new service and/or revenue opportunities, and cost savings gaps.</li> </ul>
<b>Learning &amp; Growth – Carers Federation team</b>	<ul style="list-style-type: none"> <li>• Recruit, supervise, appraise and performance manage relevant individuals and develop CPD in line with the individual &amp; company needs.</li> <li>• Recruitment policies and procedures adhered to including probation and induction and ongoing performance management.</li> <li>• Monitor staff concerns, review regularly.</li> <li>• Staff development – liaising with relevant Manager on training plans for service as well as identifying development needs according to strategy.</li> </ul> <ul style="list-style-type: none"> <li>• Performance manage teams and/or department to achieve individual and team/depot objectives and/or KPI's.</li> <li>• Appraise, coach, counsel and, if necessary, discipline individuals and team to support progress - conduct regular supervisions, appraisals and reviews.</li> <li>• Identify any gaps in knowledge or errors in terms of policies and procedures amongst staff. Timely and decisive action to correct these.</li> <li>• Staff issues identified and acted on promptly and in line with organisational policies and procedures.</li> </ul> <ul style="list-style-type: none"> <li>• Collaborate with a wide network of appropriate contacts; plan to develop constructive relationships stakeholders.</li> <li>• Develop an understanding of Carers Federation and its Services through engagement and alliance with an appropriate network of stakeholders both inside and outside the sector.</li> <li>• Contacts are identified and pursued in line with Carers Federation plans.</li> </ul>

<b>Person Profile</b>	
<b>Competencies</b>	
<b>Information seeking</b>	Looks objectively at every side of an idea or situation to ensure that all outcomes are thoroughly assessed before deciding on the appropriate course of action. Analyses complex information and situations by looking at multiple causes and effects. Understands key economic, legal and social issues surrounding the use of information. Enables appropriate IT provision to support information seeking. Above all, seeks and identifies the key issues in order to understand and be understood.
<b>Problem solving</b>	Seeks and predicts trends and problems as they arise, and even before. Predicts medium to long term, sees the bigger picture in order to influence outcomes. Draws on relevant experience from self and team, internally and externally to Carers Federation in order to achieve straight-forward resolution whether in short, medium or long term. Communicates effectively to resolve complex issues with actions that are easy to understand.
<b>Communication</b>	Is aware of audience, and potential 'agenda' of the audience, so can identify to whom communication should be presented, and with what information and how best presented. Can communicate and present to board level. Can produce senior manager and board level reports. Can communicate technical information to non-technical staff.
<b>Flexibility</b>	Remains focused when faced with competing demands. Uses an awareness of the 'bigger picture' along with common sense to interpret and implement policy. Identifies how to accomplish a plan to support a change. Is comfortable with ambiguity but seeks to deliver and demand clarity.
<b>Self awareness</b>	Understands how feelings and emotions may impact on performance and controls emotions to minimise potential negative impact. Stays calm, even in testing and difficult situations. Reflects and brings perspective and rationale to testing situations that supports self and others.
<b>Teamwork and co-operation</b>	Leads others to work co-operatively and positively with colleagues, as part of a team, and not in isolation or competitively. Ensures quality is achieved through effective teamwork. Provides clear feedback to individuals, teams and departments. Relates output to other teams when appropriate. Uses understanding of different interests and agendas to achieve positive outcomes. Motivates and inspires others to co-operate and work as teams.
<b>Relationship management</b>	Develops and maintains a range of client, key partner and colleague contacts, and keeps them informed. Actively liaises to improve and progress relationships that benefits both Carers Federation and clients. Plans an approach to have a specific impact, this may include taking bold, creative or unusual actions to make a point or get through to others. Makes personal commitments in order to build a relationship bond with trust and credibility.
<b>Professional confidence</b>	Speaks out for a course of action even when others disagree. Can 'take a professional stance' without losing focus or reason. Takes significant personal or professional risks to accomplish important goals. Does not advance own career by tarnishing the reputation of others. Encourages culture of open praise for achievements of others. Challenges others, but with respect.
<b>Customer focus</b>	Inspires a thorough understanding of the needs of others whether client, stakeholder/supplier or colleague; a real team manager. Establishes systems to collect customer feedback. Focuses resource without bias on priority areas and/or key customer groups. Takes the initiative in developing policies and procedures to meet customer needs.

Qualifications & Skills	
<b>Qualifications and Professional Skills</b>	<p>Qualified, or at least can demonstrate, advanced knowledge in some or most of following:</p> <ul style="list-style-type: none"> <li>Typically, Certified Management qualification such as ILM or equivalent relevant work experience in a management, supervisory</li> <li>Typical minimum 5 GCSE A-C including Maths and English (or equivalent).</li> <li>Minimum: basic MS Word, Excel, PowerPoint, Outlook.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Contract management and understanding of commissioning within Local Authorities</li> <li>Capacity to build excellent relationships with key stakeholders, both internally and externally</li> <li>Project management, including measuring impact, monitoring and reporting</li> <li>Experience of Tendering and bid writing</li> <li>Ability to understand and use financial language and budgets, and to set budgets and targets where appropriate</li> <li>Demonstrates excellent verbal and written communication skills.</li> <li>Experience of collaborative working in a multi-professional setting and can demonstrate a strong ability to liaise effectively with statutory or voluntary sectors</li> <li>High level of interpersonal skills to motivate the team and/or across the business.</li> <li>Ability to plan, prioritise and organise own workload and may act in an advisory capacity to SMT and other departments.</li> <li>A creative and innovative thinker – has strong interest in relating ideas to practical solutions.</li> <li>Ability to initiate, develop and challenge projects from minimal data, self starter and 'ideas' person.</li> <li>Ability to share or answer questions on own expertise to, and on behalf of, others.</li> <li>A flexible and supportive team player, who is willing to 'muck in' and do whatever is needed.</li> </ul>
Other/Special	
<b>Flexibility</b>	As a 'Manager', required to be flexible with days and hours worked.
<b>Hours</b>	FTE typical working week: 37 hours - 9.00-5.00 Monday-Thursday and 9.00-4.30 Friday + occasional evenings.
<b>Travel</b>	Occasional travel with occasional overnight stays