



## ROLE PROFILE

<b>Role Title</b>	Operations Manager	<b>Team</b>	Management		
<b>The Role</b>	The Operations Manager is accountable for the results in an area of Harbour's service delivery, as defined by the Head of Operations; in line with service level agreements and in accordance with current models of care guidelines.				
<b>Reports to</b>	Head of Operations	<b>Band</b>	5a (£40,924- £47,990)	<b>Starting Salary</b>	£40,924
<b>Behavioural Competency</b>	<b>Level</b>	<b>Statement (or example for this post)</b>			
Achievement	4	Can clearly identify own measures of excellence, works to this while actively engaging others and seeking feedback. Supports others to tackle difficult problems and find resolution in a timely manner.			
Analytical Thinking	4	Complex analysis and investigation of performance implications to produce evidence based reports and enable informed decision making.			
Client Focused	4	Is able to focus on long term client needs focusing resources on priority areas.			
Initiative	3	Drawing upon experience and specialist networks, proactively develops solutions to potential problems and seizes opportunities to ensure continuous improvement both internally and with partner Agencies.			
Flexibility	3	Takes a pragmatic approach with awareness of wider implications for the Agency business plan and objectives.			
Holding People Accountable	4	Holds people responsible for their actions and accountable for results; challenging poor performance in a professional and timely manner. Allows others to take credit when deserved.			
Values and Ethics	3	Is able to advise others in maintaining fair and consistent dealings with others and in dealing with ethical dilemmas.			
Leading and Developing Others	4	Sets a strong and appropriate example through their own behaviour, helping others to find their own solutions, and providing leadership within their area of responsibility which inspires and empowers others.			
Professional Confidence	4	Appropriately and professionally challenges others to ensure best practice solutions and confidently represents their perspective.			
Planning and Organising	4	Developing strategic plans and deploys resources to successfully achieve Agency objectives. Sets and communicates priorities within service delivery.			
Self-Awareness	3	Demonstrates an understanding of feelings and emotions and how they may impact on performance and others.			
Team Working	4	Creates opportunities and actively breaks down barriers to effective team working. Positively encourages engagement and co-operation towards Agency objectives.			
Working strategically	3	Focuses on the longer term, constantly reviewing own and departmental objectives to ensure that they support the Agencies long- term goals.			

Technical knowledge and Skills	NOS/ DANOS Unit
Provide leadership and direction within area of responsibility to ensure successful achievement of key performance indicators and Agency objectives.	CFAM&LBA2
Ensure the Agency maintains compliance with legal, regulatory, ethical and social requirements, through the monitoring and implementation of appropriate policies and procedures, monitoring compliance, and taking action to rectify any breaches.	CFAM&LBB4
Engaging with key stakeholders to identify and evaluate opportunities for innovation and improvement across the Agency.	CFAM&LCA1
Managing people's performance to ensure the successful achievement of objectives and making best use of the available resources.	CFAM&LDB4
Managing financial resources in line with budget constraints in order to achieve objectives within area of responsibility.	CFAM&LEA3
Develop and implement an operational plan within area of responsibility which will contribute to achieving the objectives set out in the strategic business plan of the Agency.	CFAM&LFA2
Develop and promote a client focused culture while evaluating service provision against client needs to identify areas of improvement.	CFAM&LFD1
Preparing for, and participating in, quality audits within area of responsibility as part of a formal quality management system.	CFAM&LFE3
<b>Key Activity Area</b>	<p><b><u>Client Service Delivery</u></b></p> <ul style="list-style-type: none"> <li>▪ Monitoring and reviewing delivery of service in their area of responsibility.</li> <li>▪ Agreed service development plan encompasses all key areas of the service for which they have responsibility.</li> <li>▪ Service plans are available detailing targets for service development and these relate to strategic priorities along with resource capacity.</li> <li>▪ Establish a system to effectively review the completion of planned care and case closures.</li> <li>▪ Policies and Procedures are maintained for their area of responsibility.</li> <li>▪ Systems and procedures for monitoring and reviewing are operational and support service governance.</li> <li>▪ Monitors resource capacity within area of responsibility in line with set financial budgets.</li> <li>▪ Service users are represented in decision making process.</li> <li>▪ Established methods of evaluating where client health needs have been met.</li> <li>▪ Review compliments and complaints within service area with Clinical Governance and Quality Manager.</li> <li>▪ Review external reports such as SER, SIRI, and MARAC.</li> <li>▪ Established methods of evaluating value of modality provisions.</li> <li>▪ Establish methods of evaluating onward referrals.</li> <li>▪ Undertake activities which promote the Agency as a centre of excellent, this may include delivering training packages, attending community events, and leading trials.</li> <li>▪ Represent the Agency as a lead professional in allocated areas of responsibility such as safeguarding children, safeguarding adults, and mental health forums.</li> </ul> <p><b><u>Working in Partnership</u></b></p> <ul style="list-style-type: none"> <li>▪ Exploring and developing opportunities for partnership working arrangements with Head of Operations.</li> <li>▪ Joint working agreements are in place with other identified agencies.</li> <li>▪ Partnership agreements are in place where appropriate.</li> <li>▪ Manager participation in local provider meetings.</li> <li>▪ Information sharing protocols with key partners in place.</li> <li>▪ Joint policy development on key interagency and service provision issues.</li> <li>▪</li> </ul>

	<p><b><u>Workforce Management</u></b></p> <ul style="list-style-type: none"> <li>▪ Ensures that the service is fit for purpose and is safe and secure for both clients and staff, meeting all legislative and organisational requirements.</li> <li>▪ Staff selection, retention and deployment in line with Agency policies and procedures.</li> <li>▪ Supervision and Appraisals are completed for all reportees and supports development.</li> <li>▪ Objectives are set for all reportees which are in line with the Agency business plan.</li> <li>▪ Maintenance of staff records including training needs, CPD and mandatory training.</li> <li>▪ Responds to performance issues.</li> </ul>
<p><b>Qualification</b></p>	<p>The post holder must be qualified (or willing to work towards successful qualification within a set time period) to a minimum level 5 in business management and leadership. The post holder will be responsible for identifying opportunities to continuously improve and develop their knowledge, skills and understanding in response to changing environments. Specialist knowledge and practical experience of service provision would be advantageous.</p>
<p><b>Key Results</b></p>	<ul style="list-style-type: none"> <li>▪ Achieve targets as specified in SLA'S</li> <li>▪ Deliver service, meeting priority needs within budget constraints.</li> <li>▪ Achieve staff attendance, retention and performance targets.</li> <li>▪ Meet NDTMS data quality requirements.</li> <li>▪ Evidence of co-operative partnership working arrangements.</li> <li>▪ Managing within an allocated budget.</li> <li>▪ Producing service specific performance reports month with both qualitative and quantitative data.</li> </ul>
<p>Nov-23</p>	