Operations and Business Delivery Manager

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| **Role Summary- Full Time**  |
| Job Title: | Operations and Business Delivery Manager | People Responsibility: | Up to 10 |
| Function: | Operations |
| Geographic Responsibility: | UK- Travel Required |
| Reports to: | Business Infrastructure Manager | Base Location: | Catterick Garrison |
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| **Role Purpose** |
| You will focus upon delivery and support of excellent services across operations both through your own primary delivery and as a leader and manager of individuals. You will work closely with business development team and the Business infrastructure Manager to develop services and gain new business. You will promote the agreed values of the organisation and ensure that standards are met, performance targets are maintained or exceeded and that good day to day working discipline of teams is upheld. The role will report directly to the Business Infrastructure Manager with indirect reporting to the Professional standards Manager and the Operations Director. |
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| **Key Accountabilities** |
| * Participate in all aspects of the delivery of welfare services across the directorate in a flexible, proactive manner driven by the desire to deliver exceptional quality services where the service recipient is at the core. This may include working unsociable hours, taking part in rotas covering a 365 day per year 24 hr-7 day per week requirement and travel within the UK and overseas if required.
* Manage direct reports and maintain a high performing welfare team, mentor new Welfare Support Workers/ Welfare Officers, ensuring they are confident obtaining referrals and networking within the hospitals and other environments.
* Ensure that pro-active planned monitoring is carried out with reference to any set project targets, and to manage the team to achieve set targets with reference to the Business Infrastructure Manager and the Professional Standards Manager.
* Work closely with the business development team on all aspects of new service design and revenue growth.
* Instil and maintain a strong positive team culture and to uphold good team discipline. Support excellence where it is found and to identify and improve underperformance if it exists.
* Encourage and motivate the team to improve performance by giving honest and constructive feedback. Monitoring achievements and identify training needs, if necessary, embarking on performance management.
* Implement management decisions and ensure continuity across service delivery.
* Ensure that any complaints are dealt with swiftly and escalated appropriately with reference to company policy.
* Act as a project expert, providing hands on advice to the team around the portal (Client Record System) and the importance of data capture.
* Assist the Regional Manager with the recruitment of staff, when required.
* Be alive to new business opportunities and working practices and work with the Regional Manager to support and promote them.
* Support the team with event organising and project fundraising
* Support the Regional Manager with sustainability plans
* Treat everyone with dignity and respect, abiding by our Diversity & Inclusion Policy at all times and challenging any unfair practices or behaviours.
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| **Key Capabilities/Knowledge** |
| * Excellent communication skills including pro-active listening skills, and written communication skills.
* Experience of line managing staff.
* Experience of providing welfare support with demonstrable results.
* Good judgement and empathy for others
* Empathy with the service life environment
* Experience of working in a health, social care or welfare environment
* To be able to set staff clear objectives and measure their performance against them.
* To work in an agile, flexible manner, doing what it takes to get the job done.
* A working understanding of relevant legislation including GDPR, Equality Act, H&S legislation and an understanding of the Caldicott principles.
* Ability to keep accurate records and a good understanding of the importance of data
* Proficient in Microsoft Office including Excel
* Influencing and leadership skills
* Energy and drive: a proactive self-starter who can work independently and as part of a team
* Unfaltering professionalism and a passion for welfare services
* Honesty and integrity
* A recognised Health & Social Care or Welfare qualification at Level 3 or other relevant qualification
* A current Driving Licence and access to a vehicle
* A willingness to travel on a regular basis and be away temporarily, including deployment if required.
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| **Experience & Qualifications** |
| 1. Degree Level/Post Graduate qualification -Desirable
2. Prince 2 - Desirable
3. Significant experience gained in a complex operational environment – ideally policing, military or NHS.
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| **Employee Benefits** |
| **In return you will receive:**1. £28,000 per annum starting salary (depending on experience)
2. 30 days leave plus bank holidays
3. Enhanced sick pay
4. Up to 6% matched pension contributions
5. Death in service benefits
6. Great training opportunities
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