

**JOB DESCRIPTION**  
(To be read in conjunction with Person Specification)

**Post title:** Operations Manager

**Salary:** NJC SCP 38-40

**Reports to:** Director of Operations

**Responsible for:** Services and Service Managers/Project Managers within portfolio

**Organisational Expectations:**

Inspire North aims to provide a high quality service adhering to principles of best practice, promoting equal opportunities and working positively with diversity. All posts have two main functions: to carry out the duties as outlined and be proactive in continuously improving service delivery.

It expects all its employees to carry out their duties in line with Inspire North and Associated Companies values in a professional manner with a client focus ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation.

**Outline of Post:**

The post holder under the guidance and direction of the Director of Operations will work collaboratively with other Operational Managers to form a cohesive Operational Management Team contributing to continuing service improvement and striving for excellence in service provision.

Being accountable for overall management of a range of allocated services ranging from Redcar to Doncaster.

Allocated services within portfolio will be subject to change in response to new business and changes to existing service provision.

**Main Tasks:**

<b>MAIN TASKS:</b>	
1.	Ensure delivery of high quality services and agree specific measures of quality monitoring in accordance with Inspire North and its Associated Companies policies, procedures and performance standards.
2.	Ensure that all services and strategy for which the post holder is responsible

	are delivered and monitored in accordance with Inspire North and its Associated Companies' Diversity strategy
3.	Provide strong and inspirational leadership, direction, support and motivation for all employees, particularly direct reports, in service portfolio.
4.	Contribute to the strategic management and leadership of Inspire North and its Associated Companies services.
5.	Responsible for your portfolio of services meeting key business operations and delivery targets on time and on budget.
6.	Ensure that effective service audits and quality assurance functions are maintained within your portfolio of services in line with contracts, organisational policy and that services meet regulatory and other requirements.
7.	Provide regular supervision, training needs analysis and annual PDR's against agreed objectives, core competencies and other criteria in accordance with Inspire North and its Associated Companies' policies.
8.	Effectively manage financial and human resources in service portfolio.
9.	Lead in the effective implementation of Human Resources policy and practice in the service portfolio.
10.	Provide leadership and guidance in dealing with complex issues in accordance with legislation, good practice and policy and ensure services work therapeutically with risk.
11.	Ensure services achieve performance and contractual targets in relation to KPIs and effectiveness is demonstrated by outcomes.
12.	Drive service user involvement in service planning, delivery and review across service portfolio.
13.	Ensure your portfolio of services is constantly innovating to improve service delivery, efficiency and impact.
14.	Lead in ensuring robust governance arrangements are in place, ensuring that practice reflects standards and Inspire North and its Associated Companies' business and risk management policy.
15.	Lead in change management initiatives as identified by the organisation or in response to local and national Commissioning Strategies or policy initiatives.
16.	Be responsible for developing strategy in the allocated area across service portfolio and across Inspire North and its Associated Companies as a whole.
17.	Be an effective member of the Operational Team contributing to the development and implementation of corporate initiatives, sharing and

	promoting good practice.
18.	Attend meetings and groups, preparing and presenting reports relating to service portfolio and area of strategic responsibility, contributing to corporate management as a whole.
19.	Represent Inspire North and its Associated Companies at external events or committees as agreed with Director of Operations/Senior Management Team
20.	Create and maintain successful partnership working with employees and external agencies and services.
21.	Ensure sound arrangements within the service portfolio for monitoring compliance with obligations under tenancy (and any licence) agreements, and for taking timely and appropriate action. Where legal proceedings are indicated, manage these effectively, making use of legal advice as required.
22.	Be accountable for the management of budgets within the service portfolio, delegating responsibility for the day-to-day management of budgets to first line managers.
23.	Ensure services within the portfolio are accessible, responsive and sensitive to the diverse needs of the communities they serve.
24.	In conjunction with Director of Operations and the Director of Development and Innovation identify opportunities for expansion of existing services, be involved in identifying and creating opportunities to develop new services and tendering processes, converting successful tenders into effective operational services.
25.	Be an ambassador for Inspire North and its Associated Companies representing the organisation at external events, meetings or committees, creating and maintaining successful partnerships with consortia partners, commissioners and external agencies.
26.	Research and develop alternative service delivery models that can improve outcomes, cost effectiveness efficiency and impact.
27.	Ensure Inspire North and Associated Companies monitor and evaluate performance outcomes and impact to generate and analyse the evidence and data needed for effective oversight, governance, planning and fundraising/new business development.
28.	Promote diversity and inclusion ensuring services are accessible responsive and effective for the diverse communities they support.
29.	On a rota basis provide 24/7 Managerial cover for Inspire North and its Associated Companies.
30.	Identify own training and development needs, participating in regular supervision, training and annual Personal Development Review in conjunction

	with line manager.
31.	Ensure the values of Inspire North and its Associated Companies are upheld across the organisation.
32.	To maintain appropriate professional boundaries at all times.
33	To adhere to organisational policies and procedures relating to risk and personal safety.
34.	The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which Inspire North and its Associated Companies operates.
	<b>Please note</b> this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North and its Associated Companies.

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## PERSON SPECIFICATION

The person specification should be read in with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Inspire North does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

<b>Approach</b>	<b>Essential</b> {insert ✓ where appropriate}	<b>Desirable</b> {insert ✓ where appropriate}	<b>Identified by:</b> A = application form I = interview E – exercise
Demonstrate understanding and commitment to diversity and inclusion	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail	✓		A, I, E
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A, I,
A positive and enthusiastic approach to change and the ability to manage it with confidence	✓		A, I
<b>Knowledge and Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Identified by:</b>
An ability to communicate complex information clearly, convincingly and sensitively, both verbally and in writing	✓		A, I
Good technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc.	✓		A
Proven ability to effectively manage and develop budgets and possess a sound understanding of financial management	✓		A
Proven ability to think, communicate and act strategically	✓		A, I
A sound understanding and experience of risk assessment and management	✓		A, I

Proven leadership skills ensuring employee engagement and performance	✓		A, I
Ability to work with complex issues, a demanding workload and maintain effectiveness	✓		A, I
Ability to research and analyse information and present reports with a high degree of accuracy	✓		A
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Language skills e.g. Urdu, BSL, etc.		✓	A
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Professional mental health qualification or educated to degree level or an ability to demonstrate substantial equivalent experience	✓		A
Substantial successful experience at management level preferably within a voluntary sector setting	✓		A
Experience of implementing audit and quality assurance systems and of developing effective operational policies in Housing/Social Care/Health	✓		A, I
A record of success in building partnerships and productive working relationships, delivering agreed outcomes and positively promoting organisational reputation	✓		A, I
Track record of delivering effective recovery focused mental health services and continuous service improvement	✓		A, I
Proven ability to involve service users at all levels of organisation and service delivery	✓		A, I
Proven track record of achieving results, making sound decisions and working to deadlines	✓		A, I
Experience of employment law and its application		✓	A
Management Qualification or relevant professional experience		✓	A