

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

**Operational Management**

<b>POST:</b>	<b>Senior Operational Manager</b>
<b>SALARY:</b>	NJC 45
<b>ACCOUNTABLE TO:</b>	Director of Operations
<b>RESPONSIBLE FOR:</b>	Operational Management Team

**ORGANISATIONAL EXPECTATIONS:**

Inspire North is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide. Our values underpin Inspire North and its Associated Companies and assist us in delivering our vision and purpose. You have a responsibility to adhere to and promote our values in everything you do in the work environment.

Our aim is to provide a high-quality service adhering to principles of best practice, promoting diversity and inclusion. All posts have two main functions: to carry out the duties as outlined and be proactive in continuously improving service delivery.

**OUTLINE OF POST:**

Under the guidance and direction of the Director of Operations the post holder will assist in leading a team of Operational Managers to form a cohesive Operational Management Team contributing to continuing service improvement and striving for excellence in service provision.

You will have both internal and external facing responsibilities for improving overall performance of Inspire North services and its Associated Companies including direct management of a service portfolio.

**MAIN TASKS:**

1. Contribute to the strategic management and leadership of Inspire North and its Associated Companies including deputising for the Director of Operations.
2. Ensure all companies within the group delivery of high-quality services in line with Inspire North's 5-year strategy and annual plans
3. Ensure that all services and strategic roles for which the post holder is responsible are delivered and monitored in accordance with the Inspire North Group's diversity strategy and commitment to becoming anti-racist.
4. Responsible for the quality and performance of a portfolio of services ensuring key performance and delivery targets are met on time and on budget.

5. Provide regular supervision, employee development and annual PDR's against agreed objectives, core competencies and other criteria in accordance with Inspire North Group' policies.
6. Lead the effective development and implementation of Human Resources, Finance and Development policy and practice across the Inspire North group and its Associated Companies
7. Provide leadership and guidance to Operation Managers and direct reports in dealing with complex issues in accordance with legislation, good practice and policy and ensure services work therapeutically with risk.
8. Ensure services achieve performance and contractual targets in relation to KPIs and effectiveness is demonstrated by outcomes.
9. Ensure coproduction is embedded in service planning, delivery and review across the Inspire North group and its Associated Companies
10. Ensure the Inspire North group and its Associated Companies are constantly innovating to improve service delivery, efficiency and impact.
11. 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.
12. Lead in change management initiatives as identified by the organisation or in response to local and national Commissioning Strategies or policy initiatives.
13. Be responsible for developing strategy in the allocated area across service portfolio and across Inspire North and its Associated Companies as a whole.
14. Be an effective member of the Operational Team contributing to the development and implementation of corporate initiatives, sharing and promoting good practice.
15. Attend meetings and groups, preparing and presenting reports relating to Inspire North, service portfolio and area of strategic responsibility, contributing to corporate management.
16. Represent Inspire North Group at external events or committees as agreed with Director of Operations/Senior Leadership Team
17. Ensure sound arrangements within the Inspire North group for monitoring compliance with our obligations as a registered social landlord including all aspects of tenancy management and for taking timely and appropriate action as required
18. Have oversight of the financial health of your portfolio ensuring income is maximised e.g. through occupancy levels, and that service managers take responsibility for the day-to-day management of budgets.

19. Ensure services within your portfolio are accessible, responsive and sensitive to the diverse needs of the communities they serve.
20. Identify opportunities for expansion of existing services, creating opportunities to develop new services and tendering processes, working with the business development team to convey successful tenders into effective operational services.
21. Be an ambassador for Inspire North Group, creating and maintaining successful strategic partnerships working with commissioners, external agencies and services. representing the organisation at external events, meetings or committees, as required
22. Research and develop alternative service delivery models that can improve outcomes, cost effectiveness efficiency and impact.
23. Ensure Inspire North Group monitors and evaluate experience, outcomes and impact to generate data needed for effective governance and planning
24. Work with Information Governance lead Caldecott Guardian etc to ensure systems and processes are GDPR compliant and in line with the IG toolkit.
25. Support the Inspire North Group in the completion of Data Protection Impact Assessments (DPIA's) to support the ongoing culture of GDPR compliance.
26. On a rota basis provide 24/7 Emergency Managerial cover for Inspire North Group
27. Identify your own development needs, participating in regular supervision, training and annual Personal Development Review
28. Adhere to and keep up-to-date with policies, guidelines, procedures and practices.
29. Participate in regular supervision, team meetings and other meetings as required.
30. Represent Inspire North in a knowledgeable and professional manner at all times.
31. Maintain appropriate professional boundaries at all times.
32. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
33. Partake in Inspire North's Personal Development Review system.
34. Any other duties commensurate with the grade and level of responsibility of this post.

Please note 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.

## Person Specification

### Senior Operational Management Operational Management Team

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages 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.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities, diversity and anti-racism	✓		A, I
Demonstrate a commitment and enthusiasm for working with our client 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	✓		A
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A
Knowledge & Skills	Essential	Desirable	
Demonstrate effective people leadership skills	✓		A
Demonstrate highly developed communication skills.	✓		A
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook, Access	✓		A, E
Good interpersonal skills including listening and display empathy	✓		A, I
A positive and enthusiastic approach to change and the ability to manage it with confidence	✓		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>	
Excellent track record of success at a senior level, together with experience of developing strategic relationships.	✓		A
Track record of operational management, budgetary management and implementing service improvements.	✓		A
Professional Social Care qualification or educated to degree level or an ability to demonstrate substantial equivalent experience	✓		A
Substantial successful experience at management level preferably within a Social Care sector setting	✓		A
Experience of implementing audit and quality assurance systems and of developing effective operational policies	✓		A
A record of success in building partnerships and productive working relationships, delivering agreed outcomes and positively promoting organisational reputation	✓		A
Track record of delivering effective recovery focused Health/ Care/supported housing services and continuous service improvement	✓		A
Track record of leading a co-production approach and ability to involve clients at all levels of organisation.	✓		A
Proven track record of achieving results, making sound decisions and working to deadlines	✓		A
Management Qualification or relevant professional experience	✓		A
Experience of mental health either as a service user, carer, worker or volunteer.		✓	A