

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

POST:	Director of Operations Inspire North
SALARY:	NJC point 57
ACCOUNTABLE TO:	Chief Executive
RESPONSIBLE FOR:	Operational performance of the Inspire North Group

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

Responsible for the safe, high quality and efficient delivery of the day to day operational management of the associated companies of Inspire North ensuring they meet the needs of the people who use our services.

Accountable for strategy and innovation in service delivery and corporate operational leadership across the group. As a key member of the Senior Leadership Team the post holder will have strategic responsibility for the effective functioning of operations across the group, ensuring continuous service improvement, regulatory compliance, effective budget management, striving for excellence in service provision and positioning Inspire North and its associated companies in the marketplace as a first class service provider.

The post holder will also drive the agenda of co-creation with the people who use our services across the group.



1. Provide strong values led leadership, direction, motivation and development to operational managers, ensuring employees are engaged and delivering the highest standards of quality and effective services.
2. Develop and lead on implementing strategic and operational delivery plans, identifying key activities and priorities across all areas of service delivery, translating the group strategic plans into defined operational plans, informed by a sound knowledge of the housing/ mental health/social care sector and regulatory frameworks.
3. Promote a strong performance management culture, set and achieve performance objectives, to ensure that performance is of a high quality, as evidenced by KPIs, including maximising income and rent collection.
4. Drive and embed co-creation and tenant participation across all areas of operations including service planning, delivery and review.
5. Set and monitor operational budgets, exercising effective financial control and achievement of targets, delegating responsibility for the management of budgets to Service and Operational Managers.
6. Ensure that effective service audits and quality assurance functions are maintained within Operations in line with contracts, health and safety requirements, organisational policy and that services meet regulatory and other requirements. (CQC, Registered Provider).
7. Ensure Inspire North is at the forefront of innovation and transformation to improve service delivery, efficiency and impact, leading operational change management / transformation initiatives as required.
8. Ensure that all initiatives and services are delivered and monitored in accordance with Inspire North's Diversity and Inclusion Strategy.
9. Provide regular support, supervision and annual performance reviews for direct reports, against agreed objectives, core competencies and other criteria in accordance with Inspire North' policies.
10. Ensure that all employees are compliant with mandatory training and the requirements of their professional bodies, including safeguarding adults and children.
11. Lead in ensuring robust governance and safeguarding arrangements are in place, ensuring best practice in clinical risk and safeguarding management; that all incidents, serious incidents, complaints and other operational matters are managed effectively, in line with best practice and that all lessons learnt are embedded across the group.

12. Ensure organisational policies are kept up to date and in line with best practice.
13. Be an effective member of the Inspire North Senior Leadership Team contributing to the identification, development and implementation of corporate strategy and initiatives.
14. Prepare and present reports to the Board and relevant sub-committees or task groups, advising the Board on all operational issues, providing assurance and accountability.
15. Ensure that operational business continuity and recovery plans are in place, implemented and tested as required.
16. Work with the Director of Development and Innovation and Operational Managers to identify opportunities for expansion of existing services and in tendering for new developments ensuring the effective mobilisation of operational schemes.
17. To ensure that all legislative requirements specifically in relation to the Housing Act 1988, Mental Health Act 2008, the Mental Capacity Act 2005, Deprivation of Liberty Safeguards 2007 and their subsequent updates are adhered to.
18. Act as Nominated Individual and main point of contact for CQC registered services as required.
19. Be the strategic and operational lead for Information Governance (IG) compliance for the Inspire North group, ensuring effective systems and controls are in place to enable employees, volunteers, contractors etc. to comply with their Inspire North data protection commitments.
20. Act as a source of group organisational strategic advice for data protection activities.
21. Foster a culture of data protection compliance within the Inspire North Group.
22. Ensure operational compliance with GDPR.
23. Be the Inspire North group Caldicott Guardian and other information governance roles as required i.e. the senior person responsible for protecting the confidentiality of people's health and care information and making sure it is used properly.
24. Be an ambassador for Inspire North representing the organisation at external events, meetings or committees, creating and maintaining successful partnerships with consortia partners, commissioners and external agencies.

25. On a rota basis provide 24/7 emergency managerial cover for the organisation.
26. Take reasonable care of your Health and Safety and that of any other person who may be affected by your acts or omissions at work.
27. Demonstrate a strong commitment to the principles and practice of equality, diversity and inclusion.
28. Deputise for the CEO as and when required.
29. The above duties are indicative of the current requirements of the post. You are expected to work flexibly in the interests of Inspire North and its Associated Companies, including undertaking any other reasonable duties as required at the initial place of work or at other locations from which Inspire North and its Associated Companies operates.

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 and its Associated Companies..

PERSON SPECIFICATION

Director of Operations

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.

Approach	Essential [insert ✓ where appropriate]	Desirable [insert ✓ where appropriate]	Identified by: A = application form I = interview E – exercise
Demonstrable 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	✓		A, I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A, I
Passion for driving and managing innovation and change to achieve continuous service improvement to improve outcomes for those who use our services	✓		A, I
Be a role model for values led leadership, engaging, motivating and inspiring employees to achieve the highest standards	✓		A, I
Knowledge and Skills	Essential	Desirable	Identified by:
A credible communicator able to explain complex information accurately and clearly, both verbally and in writing	✓		A, I

Good technical literacy of Microsoft Applications e.g. Word, Excel, and PowerPoint	✓		A
Ability to think, communicate and act strategically and commercially, creating new business opportunities	✓		A, I
A sound understanding and experience of clinical/governance, safeguarding and therapeutic risk taking	✓		A, I
The capacity to work in a fast-paced, changing environment, whilst meeting deadlines and satisfying organisational objectives and priorities	✓		A, I
Knowledge of the policy environment affecting housing, mental health and social care	✓		A
Possess a strong financial acumen, and the ability to effectively set and manage substantial budgets	✓		A, I
Excellent stakeholder engagement and management skills and an ability to create win-win situations	✓		A
Excellent delegation and planning skills	✓		A
Car driver with full UK driving license and access to own transport	✓		A
Second Language E.g. Urdu, Polish, BSL		✓	A
Experience	Essential	Desirable	Identified by:
Graduate level management qualification or commitment to achieving at earliest opportunity	✓		A
Professional mental health or housing qualification or educated to degree level or demonstrate substantial equivalent experience	✓		A
Substantial management experience at strategic/senior level preferably within a RSL or health and social care setting and of leading transformational - change programmes	✓		A

Experience of quality assurance kite marks, achieving continuous service improvement and of developing effective operational policies	✓		A, I
Experience of providing assurance and accountability to a Board of Trustees	✓		A, I
Track record of delivering effective services enhancing organisational reputation	✓		A, I
Experience of using health and care services either as service user, carer, worker or volunteer		✓	A