



JOB DESCRIPTION & PERSON SPECIFICATION

Job title: Operational Manager

Service: Northeast Services

Salary: Grade 4 point 34-38

Hours: Up to 29.6 hours per week (part time)

Location: Home based with some national travel

Responsible to: Deputy Director of Services & Innovation (North)

Job Summary:

This is a Senior Operational Management role within Family Action.

The post holder will provide both strategic and operational support to services that operate across the Northeast, these include Stockton on Tees Family Time service, Stockton Family Outreach Volunteer service and South Tees Perinatal service.

The Operational Manager will also be a member of the North Operational Management team that reports to the Deputy Director of Services & Innovation.

The postholder will share Family Action's vision and ethos – which is a vision that society understands the importance and power of family as a foundation for individual futures and connected, resilient communities. The post holder will do this by:

- Providing visionary, strong direction and effective leadership across operational services in the Northeast.
- Ensuring that services have a clear focus on meeting family's needs effectively and can evidence impact to families that access services.
- Providing strategic leadership for services, leading on the quality and performance of the services in line with agreed key performance indicators and contract requirements.
- Provide effective safeguarding support and oversight for operational services.
- Horizon scanning and ensuring the service is always learning about how it can develop further and ensuring this aids future service development.
- Representing the service locally and nationally, including amplifying the voices of families through media opportunities
- Ensuring the effective recruitment, supervision and welfare of the staff team.
- Providing management oversight for service budgets and ensure expenditure remains within contract expectations.
- Working effectively with internal Family Action teams.
- Developing and sustaining excellent relationships with funders, a range of key partners including developing volunteering opportunities.



Key Tasks & Responsibilities:

Stronger Organisation

Focus on strengthening, training and developing the workforce

1. Provide leadership to ensure staff are motivated, appropriately inducted, managed, supported, supervised, appraised and trained.
2. Oversee the safe and effective recruitment of new staff as required following the principles and guidance of Family Action's safer recruitment and equal opportunities in employment policy.
3. Recruit staff who are appropriately qualified, have a good understanding of the service aims and are committed to empowering families to succeed.
4. Develop and maintain positive relationships with funders, strategic partners, stakeholders and internal teams.
5. Undertake HR and complaint investigations as required and in line with their level within the organisation.
6. Work in close partnership with the Learning and Development team to design and develop a range of training for operational teams, including mandatory training both for front line staff and managers.

Focus on developing the organisations culture, encouraging ideas and innovation and keeping service users at the heart of everything

7. Develop the use of the organisations values and behaviours to promote an entrepreneurial culture and contribute to the development of new ideas.
8. Contribute fully to relevant tenders and funding bids, utilising the learning from this service.
9. Be an advocate for service user participation and increase the opportunities for service users to influence and shape the way service is designed, developed and delivered.
10. Regularly reviewing and shaping the service provision based on thorough and professional analysis, responding to changing community needs.
11. Lead on relevant meetings and be actively involved in wider organisational meeting.

Stronger Systems and Impact

Support the modernisation of working practices, systems and environment



12. Ensure the provision of high quality services by managing in accordance with Family Action's policy, standards and procedures.
13. Ensure all case work is recorded to a high standard and ensure data collection systems are in place in order to produce impact/outcome reports.
14. In partnership with Deputy Director oversee the preparation of business plans, including financial and budget plans. Work with other OM's and Implementation Managers to ensure the smooth implementation of new services or planned restructures.

Stronger Services and Innovation

Monitor and strengthen the quality of service delivery and organisational performance and risk management

15. Ensure effective safeguarding oversight through robust quality assurance work and risk analysis of case work and group based support.
16. Ensure that the service implements evidence based measurement tools, which captures starting points and outcomes.
17. Assess and address any identified issues of quality, performance or risk immediately both with relevant staff under their management and their line manager. Proactively address risk factors in order to minimise reputational risk.
18. Prepare for, attend and contribute fully to monthly supervision with Deputy Director of services and Innovation.
19. Have oversight of project budgets and ensure that services do not generate a deficit position and remain within the contracted annual budget.
20. Regularly report financial position to DD and highlight any emerging concerns.
21. Prioritise effectively organisational requirements including meeting deadlines for budget submissions etc.
22. Act as a 'key personnel' for the duration of the contract.

Promote service user engagement and volunteering opportunities

23. Champion and embed co-production within the ethos of their services.
24. Support the implementation of any volunteer programmes in line with Funders needs.



Innovation

25. Continually look for innovative, higher quality and more effective ways of providing the support, which meets the changing needs of service users, funders/commissioners and policy makers.

Stronger Strategic Growth and Partnerships

Support the development of new service models, and strengthen Family Action's presence and impact

26. Actively promote the work of Family Action to increase professional and public awareness of its work and increase business opportunities.
27. Support the organisation to seek out and develop new contracting and funding opportunities and to take every reasonable action to retain funding for existing services.

Strategic Partnerships

28. Develop strong working relationships with partners, regularly leading service meetings and ensuring an ongoing dialogue around service development and delivery.
29. To ensure you have an understanding (appropriate to your role) of and comply with Family Action's and the relevant Local Authority procedures for promoting and safeguarding the welfare of children and vulnerable adults.
30. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
31. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
32. To work flexibly as may be required by the needs of the service, to undertake travel nationally as required.

Procedures and Policies

33. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
34. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.



35. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
36. Contribute to the growth and development of the organisation by gaining a working knowledge of Family Action's portfolio of services, proactively marketing the organisation and services to commissioners and funders. Support the Business Development and Fundraising teams by contributing knowledge and information to bids and grant applications as required.
37. To be able to always evidence Family Action's values, which underpin Family Action's mission of 'building stronger families', by:
 - Being people focused
 - Reflecting a 'can do' approach
 - Striving for excellence in everything we do
 - Having mutual respect for everyone we work with, work for and support through our services

Continue to next page

PERSON SPECIFICATION

Requirements		Essential	Desirable
Education, Qualifications & Background			
1	A recognised professional qualification in social work/care, health, education or equivalent, evidence of a commitment to continuing learning and professional development.	✓	
2	A management qualification and/or extensive experience in a senior management role.		✓
Experience			
3	Demonstrable evidence of setting up and/or managing innovative projects.	✓	
4	Demonstrable experience of providing effective management, leadership and safeguarding oversight of case work based and group work based support services, which overall improve the lives of their service users.	✓	
5	Demonstrable experience of recruiting staff; delivering high quality, effective, restorative and outcome focused supervision; carrying out appraisals; managing staff welfare and managing teams.	✓	
6	Experience of monitoring, evaluating and reviewing service performance and outcomes and the ability to input and export data from a database, collate and analyse information, produce detailed reports and revise work plans accordingly.	✓	
7	A strong track record of writing or contributing to proposals and tenders.		✓
8	Extensive experience of designing, developing, and facilitating training programmes to a wide cohort of delegates including front line workers, families, and senior managers.		✓
9	Experience of working remotely, across a wide geographical area with a range of stakeholders and ability to make an effective contribution to the wider team.		✓
Knowledge & Skills			
10	A thorough knowledge of good practice and legislation in relation to safeguarding children and adults, social care provision, outcome management and management controls.	✓	
11	Ability to provide leadership and management support to staff with all areas of quality and performance work, including service and staff performance.	✓	
12	Ability to provide effective reflective supervision that is risk focused.	✓	
13	Ability to prioritise, plan, organise and manage a varied workload and to work autonomously and flexibly to meet challenging and conflicting deadlines.	✓	
14	Strong interpersonal skills, with the confidence and ability to present and communicate information effectively both in person and in a range of mediums to internal and external stakeholders, including children and young people, parents and carers, and funders.	✓	
15	Ability to deliver Family Action's commitment to equal opportunities, equality of access and anti-discriminatory practice in service delivery and employment.	✓	



16	Ability to provide effective professional management of service provision, budget and budget planning processes, complete regular audits and other management functions as required.	✓	
17	Ability to build and sustain effective professional relationships with a wide variety of partners including funders/corporate partners.	✓	
18	Ability to contribute to the overall growth aims of Family Action, by networking and creating and managing relationships with partners and funders/ commissioners, generating interest and workflow, contributing to and writing tenders.	✓	
19	To demonstrate passion and vision for implementing innovative ways of working especially around strengths and outcome based approaches in order to evidence positive changes in families lives.	✓	
20	Willingness to participate in training and development sessions as directed by line manager.	✓	
Values			
21	<p>Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by:</p> <ul style="list-style-type: none"> • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services 	✓	
22	Be committed to equal opportunities and uphold and comply with Family Action's Equality, Diversity & Inclusion policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
In addition			
23	Ability to work outside of regular business hours and to be flexible to meet the needs of the service. Willingness to undertake travel..	✓	
24	Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service – Enhanced	✓	