Operations Manager, Care Services

Reach Learning Disability Care C.I.C

Salary: £36000 Full time +optional/occasional on-call
Hours: Daytime, weekdays, fully office-based Newark-upon -Trent

Permanent contract, 5 weeks holiday plus Bank holidays, 6% contributory pension, sickness scheme.

Access to EV and Cycle to work scheme

We are part of Reach Learning Disability, a leading Nottinghamshire charity that provides day-centres, accommodation and domiciliary support for people with learning disabilities. Our expanding domiciliary care support company is CQC regulated and currently supports 50 people in the local area in their homes, with a contingent of 75 staff. Our Newark Head Office and Training Centre is situated at the Beacon Centre, comprising modern serviced offices, including kitchen and catering facilities and free car/bicycle parking, within easy reach of the town centre and A1/A46 main roads and links directly to cycle paths

Job Purpose:

To lead a well-organised and proactive office-based administration, operations and co-ordination team to deliver

- business financial performance management, including annual budget development/monitoring/control/reporting; accurate and timely monthly salaries data and information management; annual leave management to balance the needs of the service and the wellbeing of staff; sickness monitoring and proactive management of capacity; and accurate and timely expenses submissions to align with the finance team's schedules
- regulated care administration, including effective and efficient staff scheduling co-ordination, and ensuring all compliance metrics are planned, co-ordinated and achieved
- planned and co-ordinated staff recruitment to meet demand, staff contract management, onboarding and supervision planning, and office/training facility and supplies management
- new client contract management, commissioning relationships, completion of tenders for new business in line with growth objectives
- information governance, including returns to CQC, compliance with IT security requirements, systems improvements to optimise service efficiencies, integrating data systems across Reach Care and within the charity where relevant
- effective communication, including external and internal, through a variety of media, including the Reach website and social media channels
- Policies and procedures that support the working environment and align with the charitable objectives
- timely delivery and presentation of reports to Senior Managers, Directors and Trustees

Reporting to the Registered Senior Care Manager who heads up the service and working alongside the Care Quality Manager, whose focus is person-centred delivery of outstanding care.

Managing a team which comprises:

Administration (Part time)
Services Co-ordination (Part time)
Scheduling and systems co-ordination (Full time)

Key Responsibilities:

In line with the prevailing culture and strategy of the charity and the annual operational plan, as approved by the Board of Directors, including the following, which is not exhaustive:

1. Effective Line management of office-based team of administrators and co-ordinators
2. Provision of organised, accessible, inclusive, shared and efficient systems of work seeking improvement so as to allow all colleagues to benefit and do their work to a high standard
3. Proactive monitoring of performance against budget in terms of care hours delivered against contracts, utilisation of staff resources, and recommend actions against variances, providing quarterly forecasts throughout the year
4. Provision of accurate and timely information to finance/payroll colleagues to meet deadlines for client invoicing, staff salary and expenses postings, including changes to staff contracts, overtime, annual leave and sickness pay
5. Establishing an optimised rota on time each month that reflects a safe balance of client/family needs, quality of care, staff wellbeing and staff utilisation.
6. Monitoring of in-month changes to the rota and finding trained staff to fill open shifts from the employed staff (never agency)
7. Recruiting staff against identified needs, balancing immediate vacancies against future pipeline planning, working with colleges, volunteers and online sites
8. Onboarding new staff in line with Regulations and provide timely contracts, accurate records and training time. Manage the probation and supervision meetings schedules to support new staff and care managers
9. In collaboration with the learning and development co-ordinator, scheduling the training and development facility for compliance and cost-effectiveness. Manage the e-learning contract.
10. Onboarding new clients with the appropriate service contract and liaise with the finance team. Update schedules as client needs change and ensure client contract files are maintained accurate and compliant.
11. Maintain regular contact with the commissioning authority and Living Well Teams, attending meetings where relevant. Identify changes/uplifts to current commissioning hours and rates and ensure record-keeping is accurate.
12. Identify new business potential from networks, ProActis portal, local communications and work with care colleagues to set up new services when it is safe to do so
13. Contribute to the annual PIR submission, working with the care team. Support CQC inspection process.
14. Provide quarterly performance reports in line with Board requirements and working with the Care Quality Manager, contribute to the Quality report on a quarterly basis
15. Establish and maintain effective and efficient compliant systems of work, moving to paperless office, integrated systems and secure information management
16. Utilise value-added technology solutions to join up intelligent office systems with the needs of the (often) lone remote-working care support staff in the field
17. Contribute to the good working environment across the charity by forging strong and supportive working relationships,
18. Establishing consistent and workable policies and procedures, working with charity colleagues to develop and improve and contributing to the forward-looking direction of the organisation

Key relationships
The Registered Care Managers will drive quality standards in line with the culture and strategy of the organisation

The individuals in the Operations Manager's team will work effectively and efficiently to support the care teams

Our care support staff rely on timely accurate information, pay and support that enables them to do their job to a high standard, receive regular supervision, training and development, wellbeing support and time to rest and recharge- without them we cannot deliver our service

Families and clients who receive our services have the right to choose, they have a voice, and we listen and act

Commissioners and Regulators will hold us to account and will seek evidence of our processes and policies

Colleagues in the charity offer their expertise, experience and skills to support our work (eg the finance and salary team, the communications team, the Day Services team, the Executive Assistant and the Senior Management team)

Our Directors and Trustees are ultimately accountable for our actions and will seek assurances through our reports and test our capabilities with their questions and challenges -we welcome this

Personal Attributes:

Experience in Leadership of operationally effective and efficient teams of administrators and co-ordinators, well -organised, thinks clearly under pressure, meets deadlines and works to a high standard. Expects that of others in the team and communicates well to get results.

Developmental and nurturing management style and methods, focussed on results with a healthy, happy, trained team

Experience of Management in a care services business or similar, with a staff cohort around 100 people, and turnover growing and in excess of £3m

Experience of commissioned services through local authority and NHS

Experience of working in the field of learning disability

Experience of producing reports, providing analysis and presenting clearly and confidently to senior management and Trustees

Experienced in providing and receiving balanced critical feedback and challenging ideas, likes to work towards positive and productive working environments

Motivated to drive for positive improvement, able to construct a business proposal and identify resources, risk and mitigations

Experience of implementing new systems, including the creation and communication of clear processes across the organisation.

Change management experience.

Excellent communication skills.

Essential	Desirable
Managerial experience of operational business management, including optimisation of systems and resources, financial monitoring, ratio management, utilisation, analysis and reporting	Degree – level qualifications, relevant to the role. Experience of multiple budget management Experience in the care or charity sector
Experience in strategy development and creation of budgets, presenting the case for approval	Project management experience
Proven experience of effective line management of a team	Leadership qualification Experience of health and social care at a senior level. Demonstrable developmental management style
Expert IT and systems skills	Experience of scheduling and accounting software, care delivery recording solutions, HR records systems and e-learning systems. Expert user of Microsoft excel, including effective use of spreadsheets, 365, Sage Accounts and SharePoint
Experience of managing an HR system including recruitment, onboarding, supervision, training, wellbeing and disciplinary needs	
Excellent multi-stakeholder communication skills.	Successful Experience in the use of social media for staff recruitment campaign management Experience with Accessible communications
Able to demonstrate excellent self-management – Prioritisation, time management, results-driven, organised, motivated by objectives and targets, prompt, disciplined, responsive. Agile, energetic and tenacious	Strategic thinker, with solutions focussed attitude. Growth mindset. Adaptability and flexibility to navigate change in a dynamic environment