

**JOB TITLE:** Operations Manager  
**LOCATION:** ST ASAPH  
**ACCOUNTABLE TO:** Head of Operations  
**DIRECT REPORTS** Service Managers and Assistant Managers

## **ROLE SUMMARY:**

The Operations Manager will provide strategic and operational leadership within the Charity. The role is primarily responsible for the day-to-day management of services and provide effective line management of Service Managers and Assistant Managers, ensuring high quality and high performance. The role requires registration as manager with Social Care Wales

## **KEY RESPONSIBILITIES:**

### Strategic Responsibilities

- Contribute to the strategic planning and continuous improvement of services
- Support the Head of Operations and Chief Executive to ensure the ethos, culture and systems promote high standards or support
- Lead and support service development and improvement plans
- Promote a culture of accountability, empowerment, and inclusive leadership

### Operational Responsibilities

- Responsible for the day-to-day management of operational services, ensuring high quality and high performance of all services meeting all appropriate quality standards
- Ensure that all services deliver person-centred care and support that empowers individuals to live as independently as possible
- Monitor and improve service performance through audits, action plans, reviews and against quality frameworks, addressing underperformance and celebrating success
- Ensure all documentation both internal and external is completed to the required standards within the operational service
- Ensure services meet all appropriate quality standards
- Take lead responsibility for "Care Control" the Operational Care Management System and ensure it is used effectively and efficiently

### Leadership and Team Development

- Provide strong, values driven leadership to the management team
- Line manage Service Managers and Assistant Managers, facilitating regular supervision,

guidance, and support to ensure operational excellence

- Support Managers to develop their teams, ensuring effective supervision, training, and performance management
- Participate in training events for self development, including Management and Leadership Development Training.
- Attend and contribute to own supervision and an annual appraisal of performance set by the Head of Operations

#### Regulatory & Compliance

- Ensure organisational compliance with all relevant legislation such as Regulation and Inspection of Social Care (wales) Act (RISCA), Social Services Well-being Act (SSWBA), Social Care Wales (SCW) and Safeguarding procedures
- To be the lead for Safeguarding within the organisation
- Ensure that safeguarding is embedded in practice across all areas of the organisation
- Ensure a proactive approach to risk management
- Lead the delivery of high quality, person-centred support that meets regulatory standards and supports individuals to achieve positive outcomes
- To monitor and maintain good standards of health and safety, acting as a role model in promoting health, safety and security in accordance with own policies and procedures and local authorities

#### Stakeholder Engagement

- Build strong relationships with stakeholders, including commissioners, families, and regulators
- Attend and contribute to Local Authority meetings

#### Other Responsibilities

- To carry out such further tasks as may from time to time be delegated by the Chief Executive Officer and Head of Operations
- To ensure registration as Manager with Social Care Wales is maintained

## PERSON SPECIFICATION

### Operations Manager

Skills & Attributes	Essential	Desirable
<b>Education/Qualifications</b>		
Registered Manager with Social Care Wales (or eligible to register)	*	
Evidence of continuing professional development	*	
Recognised Management qualification (Equivalent of Level 5 Diploma in Leadership for Health & Social Care)	*	
<b>Experience /Knowledge</b>		
Management experience in service management within Health/Social Care or equivalent	*	
Experience in leading and managing teams to deliver high quality, person-centred services	*	
Knowledge and experience of working with regulatory bodies and a strong understanding of compliance requirements	*	
Knowledge of tendering process	*	
Experience of managing safeguarding and promoting safe, risk aware practices	*	
<b>Skills and Aptitude</b>		
Ability to develop strategic plans for the company	*	
Skilled in performance management and action planning	*	
Effective and confident communication skills, both written and verbal	*	
Ability to motivate and lead staff	*	
Experience of networking and relationship-building skills		*
Ability to plan, set objectives, prioritise and review performance against objectives	*	
Ability to provide accurate and informative reports for the Board of Trustees as required		*
Computer literate including email, word processing & Excel spreadsheets	*	
Ability to travel – be mobile	*	
<b>Other - Personal Qualities</b>		
Ability to respond to unexpected changes and adopt a flexible approach	*	

<b>Skills &amp; Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Ability to think strategically and to 'see the bigger picture'	*	
Ability to manage and resolve conflict	*	
Values driven, with a genuine passion for supporting individuals to achieve their goals	*	
<b>Skills &amp; Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Passion for upholding the rights of all vulnerable people	*	
An understanding of the demands and challenges placed upon front-line staff	*	
Resilient, proactive, and adaptable to be able to respond effectively to changing circumstances and priorities	*	