

Operations Manager

Description

Make a difference every day. Become our Operations Manager

Are you passionate and driven to lead a management team in one of the best supported living providers in North Wales?

Join a team that is transforming lives through independent living support and help shape our person-centred services across North Wales.

As a key member of our management team, you'll provide both strategic and operational leadership, ensuring that the service we provide not only meets but exceeds regulatory standards, while staying true to our core values of Respect, Integrity, Professionalism and Excellence.

Cartref Ni is a not-for-profit organisation and a registered charity, that provides 24/7 support to 70 adults with learning disabilities enabling them to live in their own home in the counties of Conwy, Denbighshire, and Flintshire.

Our Charity receives excellent feedback from people we support and their families. We rated excellent in all categories in our last Care Inspectorate Wales Inspection and Platinum in the Investors in People Award. However, we are always striving to improve further.

Due to some restructuring within our stable and supportive leadership team, there is now a rare opportunity to join us as a full time Operations Manager to work with our excellent staff and managers to maintain and further improve our services.

Skills and Experience Required

We are looking for an exceptional candidate who can demonstrate:

- Relevant experience in a leadership or operational management role
- Knowledge and experience of Social Care
- An understanding of relevant complex legislative environment with different governance requirements
- Excellent people management skills with the ability to motivate, develop and inspire teams ensuring high quality services and high performance
- A commitment to delivering person-centred care and driving positive outcomes
- An ability to lead service development and improvement plans
- Experience in monitoring and improving service performance through audits, action plans, reviews and against quality frameworks, addressing underperformance
- Driver essential, as although office-based, the role will involve attending some off-site meetings and visits to those we support as part of our quality assurance process
- The role requires registration as manager with Social Care Wales

The Role

APPLY NOW

Employment Type

Full-time

Job Location

Cartref Ni, St Asaph

Working Hours

Mon-Fri 9-5

Cartref Ni

Rate of Pay

£ 50,000 - £ 55,000

What you will be doing

- Oversee the day to day management of services, ensuring quality, performance and compliance with Cartref Ni's own and legislative requirements
- Line manage and support a team of Service Managers and Assistant Managers
- Lead safeguarding across the organisation and embed a strong, proactive approach to positive risk management
- Contribute to strategic planning and development initiatives that drive continuous improvement
- Foster a culture of accountability, inclusivity, and high performance across teams

Job Benefits

Why join us?

You'll be part of a well-respected charity making a real difference to people's lives. We offer a supportive work environment, ongoing professional development, and the opportunity to make a positive difference.

- Permanent contract
- Occupational Sick Pay Scheme
- Increasing Annual Leave with service
- Investment in training
- Staff rewards scheme with retail discount perks
- Cycle to work and discounted computer scheme
- Enhanced 'employer matched' pension contributions

How to Apply

Please apply using on our online application form at <https://www.cartrefni.com/recruitment/> or on the following link

[Job Vacancies – Cartref Ni Ltd](#)

An application form must be completed but further supporting information can be sent to Neil Ryder Chief Executive at neil@cartrefni.com

Closing date 27th May 2025.

Please note the following:

All offers of employment are subject to the satisfactory completion of pre-employment checks, including a DBS check and probation.