

Operations Manager

Length of contract:	Permanent (Subject to continuance of funding)
Salary:	£35,000.00
Based at:	Accrington Head Office/Hybrid work pattern
Hours:	37 hours
Responsible to:	Service Delivery Director
Responsible for:	Operational Delivery

Job Overview

The post holder will form part of the wider management team and will be responsible for overseeing the development of the charity's operational processes, marketing, and IT, ensuring systems are effective and help to drive Advocacy Focus's mission. With technical skills in these areas, they will review and develop existing processes and devise short, medium, and long-term objectives to improve the charity's operations. This role will also require excellent project management skills and will include the line management of Operations personnel.

The Operations Manager will have the ability to work across a range of projects and lead/delegate effectively, whilst working with their team and external partners. The post holder will support the stakeholder/commissioner relationship, take responsibility for the resource management for all advocacy contracts, internal contract budgets and will be pivotal to the growth and development of internal processes in conjunction with the Services Manager, who will report to the wider Senior Leadership team. The role will require a value driven manager who places the wellness of the team and organisation, central to all activities.

Main Duties and Responsibilities

- Coordinate all operational services and internal processes in line with Advocacy Focus' objectives, policies, and business plan.
- Produce reports and updates for Senior Leadership with regards to Advocacy Focus' operations, developments, achievements, and potential business opportunities.
- Active member of the Management Team, contributing towards plans and decisions around the deployment of staff across service delivery, strengthening existing services/resources, and forward planning.
- Deputise for the Services Manager in their absence
- Keep abreast of legislative changes, provide recommendations for action to the SLT and lead change through sound operational processes.
- Work collaboratively with the CEO and Service Delivery Director (SDD) to review budgets and support strategic and annual planning processes to ensure services are adequately resourced and progress is being made against agreed activities and outputs.
- Maintain an up-to-date work schedule and meet regularly with the Services Manager and CEO
- Support the CEO and finance department in the management of budgets, developing and implementing financial systems and processes, and maintaining effective financial controls and periodically report to Senior Leadership
- Promote and contribute towards a positive workplace environment and organisational culture, and to lead in the development and implementation of a mental health strategy
- Work collaboratively with the CEO and SDD to review budgets and support strategic and annual planning processes to ensure services are adequately resourced and progress is being made against agreed activities and outputs

- Responsible for the line management of members of the Operations team – People Lead, Finance Administrator, Marketing Executive & Training Manager.
- Lead reviews relating to organisational governance and providing direction to achieve compliance.
- Appointed GDPR lead and responsible for operational delivery in line with associated policies and procedures.
- Lead and oversee any Subject Access Requests on behalf of Advocacy Focus and respond in line with policies and procedures
- Oversee and recommend the purchasing of operational resources and the maintenance of premises occupied by the organisation in conjunction with the CEO.
- Support the development/reach of delivery in new commissioned areas securing relevant resources.
- Oversee internal communications of the organisation including IT and telephones.
- Regularly review and monitor all operational procedures to ensure they are being delivered to a consistent high standard and in the most cost-efficient way.
- Responsible for Advocacy Focus' internal risk management strategy to ensure continuity of service provision.
- Work with the Services Manager and SLT in reviewing performance against quality standards such as the QPM, IIP and providing direction in achieving the necessary standards.
- Responsible for developing, implementing, and reviewing relevant policies and procedures.
- Respond to gaps in service delivery – highlight potential funding streams with SLT and develop a strategy with the Services Manager and SLT to ensure equity and accessibility to our core business and any new opportunities
- Ensure staff development, implement robust training programmes, and produce talent management/retention plans
- Lead the organisation's communications strategy via marketing and wider public relations work
- Implement and roll out of a marketing/comms strategy for both online and offline activity in liaison with the senior leadership team
- Devise and implement a marketing/PR development plan alongside the Marketing Executive
- Work to the strategic annual plan
- Create and maintain annual calendar of marketing/training activities
- Devise and implement with the Training Manager a training schedule internally and externally
- Develop Training strategy and produce regular reports for SLT
- Continuously develop our external training offer and ensure regular training revenue
- Regular scoping of the training environment in health and social care and the wider sector
- Networking and relationship management to sell and promote Advocacy Focus training.

General duties

- Support the overall ethos, principles, and practices of Advocacy Focus.
- Undertake duties in line with safeguarding and data protection principles.
- To work as a member of the Advocacy Focus team and attend meetings as necessary.
- Attend regular supervision and appraisal sessions with the SDD.
- Represent Advocacy Focus at various meetings as required and to provide feedback to the team.
- Work across areas of operation and to be available to work occasionally in the evening and at weekends as required.
- Work within Advocacy Focus' policies and procedures.
- Responsible for identifying areas for own personal and professional development.
- Undertake any other duties which may from time to time be required and which are commensurate with the grading of the post.

Person Specification – What we need from you

This section outlines the things we need from an Operations Manager. You will see you don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/ or are things that you could be trained to do.

Education and training	
Essential	Desirable
Equivalent experience of Operational Management, ideally with knowledge of the Third Sector	ILM or CMI qualification in leadership and management or associated qualifications or degree level qualification
Minimum 1 years' experience of: <ul style="list-style-type: none"> • service/operational management • project management • relationship management of partners and stakeholders 	Health and Safety qualifications or experience
Ability to deliver presentations at a level appropriate to the audience	Change Management experience
Excellent data analysis skills	Experience of developing and working in line with strategic plans.
The ability to drive and a full UK drivers' licence	Experience of dealing with GDPR and SARs on an organisational scale
Achievements, experience, skills & abilities	
Essential	Desirable
Proven service development capabilities	Statistical data/trends analysis experience.
Excellent interpersonal skills, strong influencing skills	Knowledge and experience of a range of local statutory and voluntary sector organisations that work with the client group.
Ability to consult and communicate effectively at all levels with trustees, staff, and volunteers and externally with benefactors, grant making trusts, commissioners and beneficiaries, using both verbal and written skills.	A commitment to personal development and training
Ability to network, promote and raise the profile of the organisation and brand identity internally and externally	Experience of working in a work team setting. Experience of coaching and mentoring colleagues to improve practice.
Ability to make decisions with a proven track record of balanced decision making	
Knowledge and understanding of the principles of advocacy and empowerment, and an awareness of the issues involved for people who use services, service providers, and planners.	

advocacy focus

Innovative, creative, flexible, and enthusiastic	
Pragmatic and flexible in approach, with a focus on delivery, service, and quality	
Professional, mentally resilient and calm under pressure	
Balanced approach, collegiate or assertive as necessary to ensure excellent service delivery	
I.T. skills to a high level of proficiency, including word processing, spreadsheets, and database systems.	
Willing to travel extensively throughout service delivery areas	
Ability to be flexible and open to new challenges, ideas, and experiences.	