

## JOB DESCRIPTION



### JOB TITLE: Operations Manager

Reports to: Managing Director

Hours: Full time

Type of Contract: Permanent

Housing Qualifications: 5 years Residential

#### Job Purpose

- To monitor and maintain the day-to-day service delivery within Les Amis.
- To audit and deliver appropriate levels of governance to ensure the Care Commission and regulative requirements are met and maintained.
- To monitor and help manage service budgets.
- To supervise and support the Registered Managers in service delivery and future service development.

#### Accountability

Number of Reportees: 11

Budget: Oversee departmental budget to ensure this remains within agreed targets.

#### Main Responsibilities

The following should be regarded as indicative but not exhaustive of main responsibilities:

- Support the Managing Director in all operational and strategic areas of the business and deputise in their absence.
- Provide direct line leadership and management to the Registered Managers and Behavioural Support Manager.
- Ensure that the relevant regulatory and commissioning bodies' standards are achieved and that all staff are trained to understand and operate at this level.
- Commit to multi-disciplinary partnership at both operational and strategic levels, to ensure the needs of service development are met and person-centred planning is achieved.
- Develop and maintain policy, procedures and planning to safeguard residents and service users ensuring these are adhered to in all operational areas.

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- Establish and maintain effective working relationships with senior management, peers and functional colleagues both internal and external.
- Work within agreed budgets by maximising income, managing staffing costs appropriately and controlling other costs and expenditure.
- Oversee all elements of staff resource and management including, but not restricted to; appropriate recruitment and induction, sickness, performance management and disciplinary matters.
- Ensure that all service user documentation and records are maintained and stored in adherence with regulatory requirements and that a programme of meaningful activities is available to all residents.
- Report and/or manage any safeguarding issues in accordance with policy and procedure.

<b>Competencies &amp; Personal Requirements/Experience:</b>
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Required:

- Degree in Social Work or equivalent.
- Proven knowledge and experience in organisational effectiveness and operations management.
- Proven knowledge of business and management principles and practices.
- Knowledge of financial and accounting principles and practices.
- Proven knowledge of human resource principles and practices.
- Demonstrable knowledge of project management principles and practices.
- Strong leadership background with proven ability to find effective solutions in a timely manner.
- Commitment to undertaking statutory and mandatory training.
- Experience in working with individuals with a learning disability.
- Computer literacy.
- Valid driving licence – manual not automatic.
- Satisfactory DBS check.

Preferred:

- Professional qualification in Management.
- Practice Education Stage 1 and 2.
- Five years in a senior management position dealing with Operational and Strategic issues.
- 'LEAN' practitioner.

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### Equality and Diversity Statement

Every member of staff has a personal responsibility for acting in accordance with the equality and diversity policy of Les Amis, respecting the rights of all colleagues and service users.

### Health and Safety

All employees are required to comply with the regulations set within the Health & Safety policy; maintaining an awareness of safety hazards within the offices and houses and adhering to risk assessments, safe systems of work, manual handling and lifting procedures at all times. Compliance with COSHH Regulations ensuring correct storage and the use and control of hazardous substances must also be adhered to at all times.

### Les Amis Behaviours

All employees should act at all times in accordance with Les Amis' competency frameworks and codes of conduct, reflecting the principals and core values of Les Amis Five Accomplishments and the Care Principles and any other professional bodies that you are a member of.

Les Amis reserves the right to amend this job description according to organisational needs. Any changes will be confirmed in writing. Please sign, print your name and date below to indicate you have read and understood this job description.

Employee signature.....

Employee print name.....

Date.....