

ROLE PROFILE

Role Title:	Operations Manager
Department:	Supported Living
Role Purpose:	To provide a maternity cover for the role of Operations Manager
Reporting to:	Director of Supported Living
Responsible for:	Supported Living Services Management of Inclusion Service Managers
Disclosure level:	Enhanced DBS
Role Level:	Operational Leader

Key Role Responsibilities	<ol style="list-style-type: none"> 1. Deliver effective management of Supported Living portfolio, including accommodation, outreach and floating support services across West Midlands. 2. Provide leadership to the staff team in line with Midland Heart Behaviours and Standard Framework. 3. Define aims and objectives for the service that will ensure the growth of the services in line with corporate strategy. 4. Provide overall responsibility for the budget area; ensure individual service budgets are operated within corporate and statutory requirements. 5. Develop and maintain effective internal and external networks with key stakeholders. 6. Ensure services are operating in line with contractual, regulatory and best practice standards. 7. Management of health and safety within the services in line with company policies and procedures. 8. Ensure that all relevant Key Performance Indicators are met. 9. Ensure recruitment of staff within services is in accordance with Midland Heart Policies and Procedures. 10. Monitor individual and team performance ensuring capability issues are managed within Human Resource procedures. 11. To take part in On Call arrangements 12. Deputise for Director of Supported Living 13. To undertake other duties and special projects appropriate with the grading of the post.

Education, Qualifications and Training	Management qualification or demonstrable experience of managing staff at senior level.
Knowledge and Experience	<ol style="list-style-type: none"> 1. Experience of managing and supervising both a dispersed and fixed workforce. 2. Understanding of homelessness and issues connected to it. 3. Understanding of legislation relevant to the customer group. 4. Experience of contract management. 5. Experience of budget setting, monitoring and evaluation of service. 6. Knowledge of statutory and voluntary sector provision relating to supported living services.
Role Specific Skills & Behaviours	<ol style="list-style-type: none"> 1. Ability to prioritise conflicting demands and manage a complex workload. 2. Ability to develop and maintain working relationships at all levels. 3. Ability to work on own initiative and as a part of the team. 4. Ability to motivate and influence others. 5. Ability to understand and interpret relevant legislation. 6. Ability to guide, direct and support others, ensuring that quality service is delivered to meet customer satisfaction levels.