

ROLE PROFILE

Role Title:	Operations Manager
Department:	Retirement Living & Care Services
Role Purpose:	To be an effective, active, participating leader of a staff team providing a wide range of services to our customers living in Retirement Living & Care Services accommodation provided by Midland Heart. You will ensure the effective management of the delivery of all services provided taking full responsibility and ownership and developing tools and techniques to achieve continuous improvement across the services you are responsible for.
Reporting to:	Director Retirement Living and Care Services
Responsible for:	Retirement Living & Care Schemes
Disclosure level:	Enhanced Disclosure
Role Level:	<u>Operational Leader</u>

Key Role Responsibilities	<ul style="list-style-type: none"> • To ensure each Retirement Living & Care Service delivers the requirements of CQC, and the contractual obligations as laid down in each agreement with the Local Authority commissioning body. • To ensure all service standards and operational targets are achieved to deliver high quality, customer focused services to customers. • Develop and implement with your staff the appropriate strategies to ensure Retirement Living & Care Services remains "fit for the future", and is viewed as a preferred partner both internally and externally. • To ensure engagement at a strategic level on behalf of Midland Heart with both internal and external stakeholders, paying particular attention to the nature and quality of service provision within the Retirement Living & Care Services. • To work with statutory, voluntary, and private sector agencies to promote and enhance the work of the Retirement Living & Care Services, through the development of effective joint working and the forming of appropriate partnership arrangement. • To develop and implement effective working relationships with other Operations Managers across the organisation to ensure awareness of all services provided, and promote benefits of working together to provide services to residents living in all types of care and support accommodation. • To ensure that the Project Manager on each scheme along with their staff deliver the contractual requirements of the domiciliary Care and Support contracts. The Operations Manager must monitor the staff ratios on schemes in relation
----------------------------------	---

	<p>to customer requirements and care plans and ensure the effective Management of the staffing budget in particular the use of Agency Staff.</p> <ul style="list-style-type: none"> • Responsibility for the completion of Personal Development Reviews for all staff within your team. • Monitor individual and team performance. • Ensure all staff you are responsible for have full training and development plans in place and these are reviewed and updated as appropriate. • To be responsible for ensuring the Scheme Managers calculate realistic budgets, and provide monthly reports accounting for overspend, arrears in rent collection void turnover, income due from statutory bodies, in both financial and non-financial terms. The Operations Manager must work with the Project Managers to develop plans to take the necessary action to ensure that each scheme remains financially viable. • Ensure compliance with all Midland Heart financial policies and procedures. • Ensure compliance with all funding and contractual obligations and liaise effectively with statutory bodies including supporting people and any other funding agencies as appropriate. • Ensure all charges are calculated on the Retirement Living & Care Services to recover income due to Midland Heart. This will include ensuring the appropriate procedures are in place and adhered to in reference to collection of monies to be collected from individuals and other statutory organisations providing funding for the Retirement Living & Care Services. • Manage the Implementation of agreed tenant consultation processes. • Make regular visits incorporating spot checks to schemes and customers to ensure high quality service delivery. • Manage complaints received from customers, and statutory bodies involved in the Retirement Living & Care Services Ensure that the service level agreements, the requirements of the Local Authorities and CQC are delivered and achieved on each Retirement Living & Care Service. • Manage the processes involved in the setting of rents, service charges and individual payments on each Retirement Living & Care Service, paying particular attention to collecting income to deadlines. • Gain an understanding of the agreements in place on each Retirement Living & Care Service, both with individuals and the statutory organisations with whom Midland Heart has legal agreements in place. • Review, policies and procedures and strategies across the services, to ensure they are robust and deliver the requirements of both the customer and Midland Heart. • Work with staff team to utilise all IT systems available for the day to day monitoring of all services and the future
--	---

	growth of these services
Education, Qualifications and Training	<ul style="list-style-type: none"> • Possessing relevant Care or Housing qualification or similar.
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of working in CQC registered environment with a good clear understanding of the requirements to deliver domiciliary care services. • There is an expectation that applicants for this role will need a full driving licence and access to a vehicle for business purposes. • An ability to build relationships with both internal and external customers. • An ability to engage hard to reach groups to reach specific aims. • Effective record keeping and time management skills coupled with IT literacy • Ability to deal with complex situations logically, with clear thinking, vision and perseverance whilst under pressure. • An understanding of Anti-Social Behaviour issues. • Substantial experience of managing customer focused service provision within the housing environment • Experience of managing staff at a senior level and in substantial numbers. • Experience of delivering continuous improvement in services. • Experience of negotiation with and influencing a wide range of people. • Thorough working knowledge of recent legislation, regulatory requirements and best practice relating to the management of properties and tenancies.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Good interpersonal skills and the ability to communicate effectively with residents, staff and people outside the association. • Able to lead, motivate, and assess the performance of a large dispersed team in managing workload and achieving targets • Able to take control a wide range of projects. • Ability to work with a wide range of professional, statutory, and non-statutory organisations. • Able to forecast, set and monitor budgets for projects with complex funding streams. • Able to devise and review policy, procedures and strategy. • Understanding of issues affecting social housing and its residents. • An understanding of and commitment to working in a multi-cultural inner city environment.