

Job Description and Person Specification

Job Title: Interim Operational Manager – Children and Young People' Service (CYP)

Reporting To: Senior Operations Manager - Community Operations

Responsible For: CYP service team

Job Location: Based at Pinewood, West Midlands Wide

Contract: 37 hours per week – Fixed Term 12 months (Maternity Leave Cover)

Salary: £40,995.00



	CRITERIA	EVIDENCE
Experience. Skills, Abilities & Attributes. Training & Qualifications	Essential 1.1 Relevant degree level education or equivalent experience. 1.2 Evidence of continuous, relevant professional development. 2.1 Track record of effective working at management level within Third Sector, preferably with the experience of delivering community based services 2.2A strong understanding of current Health & Safety legislative and regulatory requirements, and experience of implementing contract compliance frameworks. 2.3Track record of leading proactive, responsive, holistic, person centred services. 2.4Track record of collaborative leadership and supporting organisational change that has led to	Application Form and Interview

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	<p>improvements in service, performance and/or efficiencies.</p> <p>2.5 Experience of financial & budget management.</p> <p>2.6 Knowledge and understanding of the legislative and regulatory framework for the sector and individual services</p> <p>2.7 Experience of building, leading, motivating and inspiring teams committed to the organisational vision and values</p> <p>2.8 Knowledge of current and future challenges facing the sector and demonstrable experience of adapting services as a result</p> <p>2.9 Experience of robust contract management</p> <p>2.10 Experience of building and maintaining effective, productive relationships with key stakeholders to deliver objectives.</p> <p>2.11 Evidence of a participative approach, actively engaging and involving citizens to support service delivery and improvement</p> <p>3.1 High level of written, presentation and interpersonal skills appropriate to a wide range of individuals and audiences.</p> <p>3.2 Excellent communication skills in order to build effective relationships with staff and key stakeholders.</p> <p>3.3 Ability to adapt quickly to change and demonstrate resilience.</p> <p>3.4 Ability to analyse complex situations to make decisions and implement them.</p> <p>4.1 Builds strong relationships.</p> <ul style="list-style-type: none"> • Works collaboratively and is supportive to colleagues 	
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	<ul style="list-style-type: none"> • Builds effective and positive external relationships • Is fair minded, inclusive and non-judgemental • Is positive with a can-do approach <p>4.2 Delivers excellent customer service</p> <ul style="list-style-type: none"> • Is proactive, solution focussed and willing to go the extra mile • Treats people as individuals and tailors their approach wherever possible • Communicates in a way that is appropriate, timely, clear and accurate • Is able to say no in a positive way • Is reliable <p>4.3 Acts with Integrity</p> <ul style="list-style-type: none"> • Takes responsibility for own actions and mistakes • Is accountable for decisions • Is open, honest and trustworthy <p>4.4 Planning and Organisation</p> <ul style="list-style-type: none"> • Plans and prioritises own work effectively • Meets deadlines and responds in a timely manner to requests/emails • Thinks things through to come up with effective solutions <p>4.5 Being Ambitious</p> <ul style="list-style-type: none"> • Ambitious for the future of Midland Mencap, seeking to deliver a greater range of services to more people within our communities • Prepared to take risks to drive improvements and growth • Creative and open to new ideas • Embraces change and respond positively to new opportunities 	
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	<p>4.6 Leadership</p> <ul style="list-style-type: none"> • Acts as a role model and inspires confidence • Support teams to achieve Midland Mencap's vision and objectives • Acts in the interest of Midland Mencap an "sees the whole picture" • Leads in terms of compliance with regulation, performance management and internal policies/targets <p>4.7 Decision making</p> <ul style="list-style-type: none"> • Makes appropriate and timely decisions that are evidence based • Thinks things through to come up with effective solutions • Able to make difficult decisions even in times of change/challenge • Owns and communicates difficult decisions <p>4.8 Supporting the team</p> <ul style="list-style-type: none"> • Develops, supports and manages people to drive up performance • Takes a robust approach to tackling poor performance • Develops people's strengths and addresses weaknesses • Fosters cross team working and collaboration • Creates a positive working environment <p>5.1 Full and valid UK driving licence</p> <p>5.2 Willing to work occasional weekends and evenings</p>	
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Who We Look For

We're seeking an experienced and inspiring **Interim Operational Manager** who is passionate about making a positive difference in the lives of **children and young people**.

You will thrive in this role if you:

- Have **proven leadership and operational management** experience within children and young people's services or a related sector
- Are an **effective communicator** who can engage confidently with children, young people, families, and stakeholders
- Can **lead, motivate, and develop** teams to deliver high-quality, person-centred services
- Understand the challenges and opportunities in delivering **responsive, inclusive, and outcomes-focused** support
- Are committed to **safeguarding, quality assurance, and continuous improvement**
- Possess strong **organisational and problem-solving** skills with the ability to manage multiple priorities

It would be a bonus if you have:

- Experience of service development, contract management, and compliance within the children and young people's sector
- A track record of building and sustaining strong partnerships across statutory, voluntary, and community sectors
- Knowledge of relevant regulations, legislation, and best practice in children and young people's services

This is more than a management role – it's an opportunity to lead services that empower children and young people to achieve their goals and aspirations. If you are committed to delivering excellence and driving positive change, we would be delighted to hear from you.

What does this role involve?

Reporting to the Senior Operations Manager of Community Services you will provide support, direction and leadership for the effective delivery of day-to-day operational activities and business development across Midland Mencap's CYP services portfolio. Ensuring compliance with relevant regulation and legislation. To be part of the management team that drives a proactive, responsive and truly exceptional service to citizens and families and lead and inspire a performance related and person-centred focussed culture. Working collaboratively with, the Chief Executive, Director of Operations and other senior colleagues to ensure Midland Mencap is a sustainable, ambitious, dynamic and successful organisation.

1: Key Tasks

- 1.1:** To lead and develop the strategic priorities and plans for all operational functions ensuring excellent customer service, developing and delivering a comprehensive range of services to meet children and young people's needs and aspirations. Identifying business development, tendering and procurement opportunities consistent with Midland Mencap's strategic aspirations
- 1.2:** To provide support to management colleagues to ensure all services are effective, responsive, deliver value for money and are compliant with best practice, regulatory and statutory requirements.
- 1.3:** Ensure the service meets high performance objectives, safeguarding standards, regulatory and quality standards and deliver outcomes for children and young people.
- 1.4:** To oversee and ensure effective and robust contract management and compliance on all operational contracts, ensuring quality assurance and compliance.
- 1.5:** Ensure teams and individuals are managed, supported and developed to provide high performance targeted services for children and young people and be accountable for the quality of work of both individuals and the team.
- 1.6:** To support ongoing organisational change and help embed a performance related and child/young person-focussed culture across teams ensuring dynamic services and the highest standards of customer care and support.
- 1.7:** To be part of a management team that ensures clarity of direction, effective communication and development of personal and team potential.

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- 1.8:** Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to teams as required.
- 1.9:** Contribute to the development of strategic and financial plans and keep business plans and other key strategies under review ensuring risk is managed and mitigated against.
- 1.10** : Support the achieving of and accountability for performance targets, communicating relevant business and performance data to the Senior Operations Manager and Leadership team as appropriate.
- 1.11** : Support the Senior Operations Manager and the Director of Operations to monitor and report to the CEO on standards of performance across all services ensuring the development of effective services that remain responsive to changing circumstances and demands.
- 1.12** : In all aspects of the Midland Mencap's work, promote effective communications, excellence in customer service, and a focus on continuous improvement.
- 1.13** : Be pro-active in the development of key partnerships, working with stakeholders to ensure the effective co-ordination and delivery of services with other organisations, agencies and partners.
- 1.14** : Ensure the Midland Mencap values are reflected in the work the teams and that all services provided are delivered in line with the Midland Mencap vision and values.
- 1.15** : Act as an ambassador for Midland Mencap, attending and contributing to professional forums and events
- 1.16** : Ensure compliance with all regulatory, statutory and legal requirements

2: General

- 2.1:** To work flexibly and positively as part of the management team
- 2.2:** To put citizens first at all times, providing a high standard of customer service both internally and externally
- 2.3:** To adhere to the spirit and requirements of Midland Mencap's equal opportunities and other policies
- 2.4:** To represent Midland Mencap at internal and external meetings as required portraying a professional image at all times
- 2.5:** To exercise a duty of care with respect to the health and safety of all
- 2.6:** To undertake any other reasonable duties that may be required from time to time

What we offer?

Why Work with Midland Mencap?

- Join a passionate, inclusive, and community-led organisation making a real impact.
- Flexible and family-friendly working practices.
- Learning, development, and progression opportunities.
- Supportive team culture and access to employee wellbeing services.
- Pension scheme and expenses reimbursement.

How to apply?

Submit your CV and a brief covering letter outlining your interest and how you meet the person specification to gemma.weston@midlandmencap.org.uk by **Sunday 28th September 2025**.

Note: This job description is a broad summary of the role; it does not cover every issue or task which may arise within the post at various times. The post-holder is expected to work flexibly and carry out other duties as required from time to time.