

JOB TITLE:	Assistant Operations Manager
SALARY:	£30,000 per annum
RESPONSIBLE TO:	Operations Manager for Housing, Care & Support Services
RESPONSIBLE FOR:	Service Managers/Co-ordinators (Domiciliary Care) Service Managers/Co-ordinators (Supported Living) Service Manager/Seniors (CERS) Housing Management Co-ordinator Service Administrators

General Role Description:

At the direction of the Operations Manager:

- Support the Operations Manager to utilise Person Centred Approaches to determine individual need, and inform the strategic development of the service to meet the needs of all service users.
- Support the Operations Manager to manage and develop a high quality housing, care and support service overseeing the day to day operational needs of the service
- Support the Operations Manager to design, develop and oversee the implementation of improvements to services in accordance with Midland Mencaps' commitments to continuous improvement and value for money
- Support the Operations Manager to ensure that comprehensive policies and procedures are in place that are relevant to the supported housing services being provided, and that these are updated and reviewed in light of both good practice and legislative changes
- Support the Operations Manager to effectively manage service budgets
- Engage positively with the wider management group in terms of corporate issues, whilst ensuring that the priorities and needs of the housing, care and support service are met

Specific Duties and Responsibilities:

At the direction of the Operations Manager:

- Provide effective management and leadership of Midland Mencaps' Housing, Care and Support service in line with company policies so as to provide an accountable, cost effective, high quality service to customers.
- Ensure regulatory and contract compliance in all aspects of Housing, Care and Support activity
- Ensure regular data collection and management is undertaken to ensure all aspects of regulatory, contractual and organisational reporting is completed as necessary
- Support the Operations Manager to contribute to the strategic leadership of Midland Mencap in achieving its core business objectives relating to the relevant operation of service areas under the post holders responsibility
- Support the Operations Manager to provide advice and assistance to the management team and board on aspects of service delivery and service development and expansion.
- Ensure customer satisfaction with the service provided.

Generic Items:

At the direction of the Operations Manager:

- To support the Operations Manager to recruit, motivate, train and develop staff so as to maintain an efficient and effective workforce capable of delivering the services.
- To foster working partnerships both within and outside Midland Mencap for the provision, development, and enhancement of services to customers
- This job description only contains the main duties relating to this post, and does not describe in detail all tasks required to be carried out as directed by the Operations Manager.

- The post holder will be expected to attend meetings, outside normal working hours, for which time off in lieu will be given.
- Ensure compliance with health and safety policies and that all statutory health and safety obligations relating to the field of operation are met.
- Ensure that the concepts of equal opportunity and anti-discriminatory practices are applied in the recruitment and management of staff, and in the development of service provision in line with Midland Mencap policy.
- Any other duties the Operations Manager may from time to time determine.

Other Duties:

- To ensure that the principle of confidentiality and the requirements of the Data Protection Act are fully applied to the work of Midland Mencap
- To actively promote Midland Mencaps Equality and Diversity Policy in all aspects of your duties relating to staff, service users, contractors and external agencies
- Ensure that services and its staff comply with legal and regulatory obligations and wherever appropriate, follow relevant best practice guidelines
- To actively involve service users and others in aspects of your duties, as appropriate
- To undertake such other tasks as may be reasonably requested by the Operations Manager

Skills	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Commitment to continuous personal development 	<ul style="list-style-type: none"> • Qualification in Management or Supervisory Management
Knowledge and Experience	<ul style="list-style-type: none"> • Excellent management and IT skills • Experience of personnel issues including recruitment, training and supervision. • Experience of clerical/admin work • Considerable experience of delivering excellent service in a pressurised environment • Must possess knowledge and understanding of learning disabilities 	<ul style="list-style-type: none"> • Understanding of CQC or other regulatory requirements, or a commitment to gain this knowledge • Significant and demonstrable experience in a management position • Experience of using software, including scheduling and case management
Skills	<ul style="list-style-type: none"> • Good numeracy skills • Able to understand and anticipate the needs of people who use our services and meet the objective of continuous improvement to these services • Excellent communication skills including the ability to listen, to discuss and inform clearly, ability to record in writing both clearly and accurately, ability to produce reports • Able to take an overview, prioritise effectively and plan • Ability to make decisions, use own initiative and be innovative • Self-motivated, reliable and dedicated • Ability to work under pressure • Well organised with good time management skills, leadership and delegation skills • Able to relate to people and build effective working relationships within and across teams • Flexible working attitude • Able to work as part of a team, to promote good team spirit and be sensitive and assertive as appropriate • Able to manage conflict 	<ul style="list-style-type: none"> • Able to provide support and cover at most levels
Other	<ul style="list-style-type: none"> • Car Driver with use of own vehicle (to include Business Cover on Motor Insurance Policy) 	