

## Job Role Profile

<b>Job Title:</b>	<b>Operational Manager</b>
<b>Department:</b>	Children, Families and Young People
<b>Direct Supervisor:</b>	<b>Associate Director for Health, Children and Family Services.</b>
<b>Number of Direct Reports/Matrix Reports:</b>	<b>Average 5</b> <b>Relief additional- not included in figures above Volunteers as related to service requirements.</b>
<b>Location:</b>	<b>Agile working between Quarriers offices and Home.</b>

<b>1</b>	<p><b>Job Purpose:</b></p> <ul style="list-style-type: none"> <li>• Support and develop existing Quarriers Health, Children’s, Families and Young People Services, maintaining standards to at least regulatory body requirements, whilst continually driving improvements.</li> <li>• Contribute to new service development in line with organisational and strategic plans.</li> </ul>
<b>2</b>	<p><b>Dimensions: i.e. budget, no of staff, areas of work etc.</b></p> <p>Financial : Budget across services of between £2m and £4.5m</p> <p>Staffing: Up to 7 Registered Project Managers/ Service Co-ordinators/ Managers 10 – 25 Team Leaders/ Depute Managers 100 – 250 Various roles</p> <p>Other: Services managed may include more than one local authority and may be geographically widespread.-</p>



**Registered Head Office** Quarriers, 20 St Kenneth Drive, Glasgow, G51 4QD  
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	<p><b>Key Objectives and Accountabilities:</b></p> <ul style="list-style-type: none"> <li>• Leadership and management responsibility for a range of services which comply with a range of statutory and legislative requirements.</li> <li>• Lead and manage effective performance management and internal quality assurance systems.</li> <li>• Ensure all financial transactions for services are effectively managed and reported in respect of Quarriers financial procedures.</li> <li>• Contribute to the development, monitoring and delivery of the service business plan focusing on key objectives within the organisations operational plan.</li> <li>• To model strong leadership in trauma informed practice and support services to keep up with best practice in terms of trauma informed delivery.</li> <li>• Ensure services promote a 'Rights Respecting' delivery model. Contribute to service development and organisational tender submissions in order to achieve organic/incremental and new service growth.</li> <li>• Contribute to organisational grant applications.-</li> <li>• Lead and advise Project Managers/Service co-ordinators/Service Managers on the operational running of their services.</li> <li>• Lead on the development of best practice models to ensure the people we support are at the centre of service planning and achieve their personal outcomes.</li> <li>• Ensure external expectations are known, understood, and complied with.</li> <li>• To attain the highest possible recognition from regulatory bodies.</li> <li>• To ensure the safety and wellbeing of the Staff and those accessing the services.</li> <li>• You are required to participate in the out of hours on call system when required.</li> </ul>
4	<p><b>Key Performance Outcomes and Measures:</b></p> <ul style="list-style-type: none"> <li>• Projects/services comply with statutory requirements and organisation standards as a minimum, and show signs of continuous improvement.</li> <li>• That project managers have systems in place which Identify any risks to those we support, staff, public and the organisation reporting to the Associate Director , and if necessary to the Executive and Board of Trustees where required.</li> <li>• Direct reports are recruited, managed, appraised, and developed in line with organisation standards.</li> </ul>



	<ul style="list-style-type: none"> <li>• Annual service budgets are prepared and monitored to meet agreed KPI's.</li> <li>• Responsibility is taken for personal professional development including keeping abreast of key changes and developments in social care, training, and meeting registration body requirements.</li> <li>• Effective contributions, as delegated, are made to organisation service growth through development of existing services, or organisation gain of new business through tender submissions or new partnership work.</li> </ul>
5	<p><b>Knowledge, Skills and Experience necessary for the role:</b></p> <ul style="list-style-type: none"> <li>• Be qualified or willing to work towards a relevant professional qualification at degree level or above.</li> <li>• A management qualification is desirable.</li> <li>• A child/ adult protection qualification/experience is required.</li> <li>• Knowledge of The Promise and G.I.R.F.E.C and their impact on service delivery is required.</li> <li>• Management experience including staff management and development.</li> <li>• Management training and / or qualification.</li> <li>• Market and business awareness.</li> <li>• Effective financial, management including management of budgets.</li> <li>• Have experience in partnership working.</li> <li>• Have sound networking skills.</li> <li>• Understanding of external and environmental factors which impact on service delivery.</li> <li>• Regularly keeps up to date with Government policy and best practice.</li> </ul>
6	<p><b>Key Relationships:</b></p> <ul style="list-style-type: none"> <li>• A) Inspire, motivate and lead teams on the strategic and operational plans</li> <li>• B) Support Associate Director, Safeguarding team, Health &amp; Safety and finance departments, People team and all other departments as required in the delivery of the operational plan.</li> <li>• C) Develop and maintain relationships with key external stakeholders for example local authority/ health commissioners, senior managers, grant funders as appropriate.</li> </ul>



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|  | <ul style="list-style-type: none"><li>• D) Develop and maintain a network of external contacts with Local Authority/ health, third sector organisations -and professional organisations for the purpose of bench marking, sharing best practice, collaboration and partnership working.</li></ul> |
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**INVESTORS IN PEOPLE**  
We invest in people Platinum



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