

Job Role Profile

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

1	Job Purpose: <ul style="list-style-type: none"> 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. Contribute to new service development in line with organisational and strategic plans.
2	Dimensions: i.e. budget, no of staff, areas of work etc. Financial : Budget across services of between £2m and £4.5m Staffing: Up to 7 Registered Project Managers/ Service Co-ordinators/ Managers 10 – 25 Team Leaders/ Depute Managers 100 – 250 Various roles Other: Services managed may include more than one local authority and may be geographically widespread..

	<p>Key Objectives and Accountabilities:</p> <ul style="list-style-type: none"> • Leadership and management responsibility for a range of services which comply with a range of statutory and legislative requirements. • Lead and manage effective performance management and internal quality assurance systems. • Ensure all financial transactions for services are effectively managed and reported in respect of Quarriers financial procedures. • Contribute to the development, monitoring and delivery of the service business plan focusing on key objectives within the organisations operational plan. • To model strong leadership in trauma informed practice and support services to keep up with best practice in terms of trauma informed delivery. • 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. • Contribute to organisational grant applications..- • Lead and advise Project Managers/Service co-ordinators/Service Managers on the operational running of their services. • 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. • Ensure external expectations are known, understood, and complied with.. • To attain the highest possible recognition from regulatory bodies.. • To ensure the safety and wellbeing of the Staff and those accessing the services. • You are required to participate in the out of hours on call system when required.
4	<p>Key Performance Outcomes and Measures:</p> <ul style="list-style-type: none"> • Projects/services comply with statutory requirements and organisation standards as a minimum, and show signs of continuous improvement. • 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. • Direct reports are recruited, managed, appraised, and developed in line with organisation standards.



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

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| | <ul style="list-style-type: none"> • 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. |
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