

Job Description

Job Title:	Operations Manager
Department:	SMT
Location:	Harrow Carers Centre
Reports To:	Chief Executive Officer
Staff Responsibilities:	Management Team & staff
Hours of Work:	35 hours per week
Summary of Position:	To be operationally responsible for the effective, efficient and safe management of Harrow Carers centre and activities. This includes the management of staff, buildings, projects and systems ensuring the mission of the charity (i.e. supporting unpaid carers) is fulfilled.

Main Responsibilities

Responsible for:

- Deputising for the CEO.
- Managing and mentoring the team of Project Managers
- Overseeing the general operation of the Carers' Centre and its external activities
- Ensuring the effective implementation of the safeguarding policy at all levels of the organisation, reporting directly to the CEO and appropriately the Chair of Trustees when concerns are raised
- Ensuring safer recruitment, training and personal development processes are correctly adhered to
- Providing support and advice with regards to HR matters within the organisation.
- Co-ordinating the set-up of new projects and services
- Writing and contributing to new funding applications
- Monitoring and evaluating outcomes in line with contracts & KPIs
- Comprehensive and detailed report writing
- Monthly audit and review of our quality management system ISO9001 2015
- Carrying out audits and tracking of policy, procedure essential for the organisation
- Liaising with others on contracts and consortium-based projects.
- Providing managerial/HR support for Homeshare
- Safe recruitment and management of volunteers
- Maintaining health & safety in the workplace in line with legal responsibilities
- Maintaining facilities and premises in good working order and a high-quality state.

Principal Tasks

- Strategic
 - a. Deputising for the CEO
 - i. Attending meetings with Stakeholders such as the Council, ICB, Carers Trust, Trustees etc.
 - ii. Supporting Staff with complex issues, directing them appropriately
 - iii. Making decisions and problem solving where required
 - iv. Supporting the CEO with strategic and complex organisational decision making as well as day-to-day issues
 - b. Liaising with various contracts/consortium-based projects e.g. Swish, LBH, ICB Funding etc.:
 - i. Acting as the first person of contact
 - ii. Attending and chairing meetings
 - iii. Obtaining monitoring and evaluation information for funders
 - iv. Comprehensive and detailed report writing
 - v. Ensuring minutes are prepared and disseminated amongst central management as required

- vi. Working with partner organisations such as Harrow Community Action will be a feature in some projects
 - c. Overseeing the operational setup, project plan and mobilisation of new projects and services, ensuring the adequate staffing and material resources are provided.
 - d. Provide direction as to which quality marks are suitable to the organisation in aiding funding applications and are successfully achieved.
 - e. Organising the recruitment of staff and volunteers to ensure the effective operation of Harrow Carers Centre is maintained in line with process defined in ISO9001 2015 Quality Mark.
- **Team Development**
 - a. Managing and mentoring Project Managers across operational objectives including:
 - i. Managing Project/Service budgets
 - ii. Finance support
 - iii. HR support – dealing with day-to-day matters (sickness, TOIL, punctuality, staff support)
 - iv. Monitoring reports for funding
 - v. Evaluation overview regarding services
 - vi. Centre activities – ensuring that a timetable of regular activities are delivered
 - vii. Support Groups – for Centre activities
 - viii. Individual Centre users – overseeing that the individual user’s support needs are met
 - b. Supporting Project Managers with challenging carers enquiries and complaints.
 - c. Supporting project Managers with concerns relating to the safeguarding of vulnerable carers and people
 - d. Encouraging Project Managers to be more independent and self-sufficient in leading their team
 - e. Overseeing the welfare and career development of staff and volunteers in line with the policies and process defined
- **Operational**
 - a. General management of the Centre and leased/rented premises
 - i. Managing external contracts with regards to the operation of the Centre e.g. cleaning, utilities, IT support etc.
 - ii. Health & Safety assurance in line with legal regulations, policies and procedures including fire marshals, fire drills, evacuation and alarm tests
 - iii. Ensuring that general building maintenance is appropriately carried out e.g. repairs, improvements, hazard rectification etc.
 - iv. Quality assurance of centre activities (accessibility, cleanliness, user experience etc.)
 - v. Overseeing the maintenance of Centre facilities e.g. photocopier, computers, toilets etc.
 - b. Ensuring that audits are set across the year and carried out in line with our ISO9001 2015 quality management system and register of non-conformities
 - c. Overseeing and updating worknest HR files where required.
 - d. Complete HR associated work for Harrow Carers, supporting Line Managers with more complex HR issues such as disciplinary hearings etc.
 - e. Achieving quality mark accreditation and maintaining those awarded by maximising voluntary resources where possible.

Person Specification

Essential

- Ability to successfully lead, manage and develop a team of people.
- High level of required knowledge and expertise in the Safeguarding of vulnerable people
- Successful use of initiative and decision making in a high-pressure working environment
- Experience of effective management of budgets
- Excellent communication and interpersonal skills
- Creativity in achieving results with limited resources
- Ability to use, analyse and improve organisational procedures including those using IT systems
- Natural empathy and compassion
- High level of emotional intelligence
- A positive, solution focussed working style
- Ability to interpret basic data and write coherent, concise reports
- Excellent self-administration skills and understanding the necessity of monitoring procedures

Desirable

- Experience of facilities management
- An awareness and understanding of the needs of carers
- Experience of working within a multi-cultural community
- Experience of delivery of presentations
- Knowledge of or experience as a volunteer or member of a community group, committee, partnership board etc.
- Knowledge and understanding of legislation and current policies relating to carers
- Relevant management qualification level 4 or above