

# Operations Manager Job Description

## Job Description

Job Title:	Operations Manager
Service Area:	All Badger locations
Location:	Birmingham – with travel to locations within the Midlands as and when required
Reports to:	Head of Operations Department
Hours:	37.5 hours per week; flexible working as agreed with Head of Operations.
Tenure:	Full time, Permanent
Salary:	£35,000 – £40,000 per annum
Based at:	Aston Bourne Road, Birmingham

## Summary

In this key leadership role, you will be responsible for managing facilities and estates, supporting the Head of Operations with the day-to-day activities of the call centre, rota management and leadership and line management for the following non clinical staff members in the Operations Department (Team Leaders, Call centre staff members and Clinician Support Technicians) to provide an efficient and high quality service.

The role of Operations Manager is integral to delivering the consistent and quality patient care Badger prides itself on. You will oversee operational capability and ensure the successful planning and delivery of services and resources.

You will be responsible for building excellent working relationships with all staff members, team leaders, management and senior management to establish and deliver robust operational services, including working collaboratively with other business functions.

## Key Accountabilities

### Rota Management

- Manage staff & clinical rotas in conjunction with the Rota Team and monitor these in line with legislation i.e.: Working Time Directive legislation and Health & Safety legislation.
- Responsibility for the management and allocation of shifts for any new contracts, working closely with appropriate Managers.
- In conjunction with the Rota Team ensure that all changes in operational rotas are entered onto the Rota Master system (or any similar system) in an accurate and timely manner.
- Responsibility for the operation of electronic and paper rota management systems, supporting the introduction of any new electronic management systems.
- Line management of the Rota Team Administrators including annual appraisals, sickness management and performance management.
- To be responsible for daily rota handover to Team Leaders of all operational rotas and contingency plans, ensuring there is a nominated deputy in times of absence.
- To enforce and regularly assess working practices of the Rota Team ensuring all relevant procedures are adhered to and all reference material in respect of procedures are kept up to date and available.
- To manage team members monitoring their effectiveness in line with expected standards ensuring that constructive feedback is given where appropriate. To record progress and hold individual meetings, where appropriate.

### Facilities and Estates

- Ensure the building is correctly maintained and any incidents or concerns relating to the facilities and estates are responded to through communication and co-ordination with other staff members and senior managers.

- To manage the Caretaker and ensure any repairs they are responsible for are carried out in a timely manner.
- Actively liaise with colleagues responsible for Health & Safety activities and provide necessary support to ensure compliance with Health & Safety policies and procedures across all Badger sites.
- Line management of the Caretaker and Health & Safety Coordinator including annual appraisals, sickness management and performance management.

### **Call Centre Operations**

- Support the Head of Operations with line management duties for specific areas and teams in the Operations Department.
- Ensure processes and guidance that support key functions in the Operations Department are consistently and robustly adhered to.
- Support the Head of Operations in reporting, managing and investigating incidents.
- To directly line manage and support Team Leaders in the call centre including annual appraisals, sickness management and performance management.
- Act as the 'communications link' promoting positive and effective communication within the call centre.
- To manage and coordinate any operational or special projects as required.
- Manage and coordinate team meetings for staff groups for which you are responsible.
- Assist and support the Operations Department in auditing and reviewing CQC compliance throughout the year.
- Undertake audits including writing of reports, recommendations, managing and monitoring action plans. Reporting and presenting reports to governing bodies and Board of Directors.
- To maximise the performance of all services against Key Performance Indicators (KPIs).
- Annual staff self-assessment coordination and feedback. Team Leaders, Call Handlers and Clinician Support Technicians.
- To manage the call centre operation, in particular ensuring policies and procedures are implemented, monitored and maintained.
- Working within line management scope, investigate incidents and conduct issues, co-operating with the HR and Workforce Directorate with enquiries, conduct issues or disciplinaries. Support or deliver remediation.
- Participate and contribute to relevant management meetings.
- Manage and coordinate annual driving licence checks and annual driving assessments. Communicate with and update the HR and Workforce Directorate.
- Manage the Clinician Support Technicians daily shift log and checklist, liaise with the Executive Officer for Operations to ensure actions and issues are resolved.
- Assist the Head of Operations with managing the cleaning and security contracts for both Glover Street and Aston Bourne Road.
- To be an active member of the On Call Manager rota.
- Deputise and attend Senior Management Team Meetings when required for the Head of Operations

This job description is not exhaustive, and it is expected that the post holder will be flexible in their approach and undertake any reasonable duties as requested by Senior Management / Directors.

It is expected that this position will cover both in and out of hours working, according to the needs of the service.

Please note the job description may be subject to review.

### **Relationship to other roles**

Line manager for Team Leaders, Call Handlers and Clinician Support Technicians.

You will report to the Head of Operations.

This post will involve extensive liaison with members of the senior management team and other departments within Badger Group.

## Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression against its employees.

## Confidentiality

Your attention is drawn to the confidential nature of the information collected. The unauthorised use of disclosure of patient information or any other personal information, staff code of conduct and/or Data Protection Act 1998 is a disciplinary offence and could result in prosecution or action for civil damages under the Data Protection Act 1998.

## Disclosure and Barring Service

**This appointment will be subject to a criminal record check from the Disclosure and Barring Service at Enhanced level.**

## Pre-Employment Health Check

The appointment will be subject to a satisfactory Pre-Employment Health Check.

***The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation***



# Operations Manager Person Specification

Criteria	Essential	Desirable
<b>Education/ Qualification</b>	<p>Minimum GCSE Maths and English grade A-C or equivalent</p> <p>Degree or Level 5 equivalent qualification</p> <p>Interest in professional development</p>	<p>Level 4 or equivalent experience in Leadership/Management</p>
<b>Experience</b>	<p>A minimum of 3 years experience in leading an operational team.</p> <p>Experience of successfully leading a team to ensure business needs are met.</p> <p>Experience of staff management and delegation to include staff development, performance management and employee relations, providing a positive role model in an operational setting</p> <p>Experience of working to tight deadlines and delivering to targets.</p> <p>Experience of responding to CQC or another regulatory organisation.</p> <p>Determining priorities, setting targets and monitoring performance within a high-volume working environment</p> <p>Managing self and others through change</p> <p>Ability to develop a fair and equitable working environment.</p>	<p>Creation and implementation of process and procedures</p> <p>Demonstrate experience of rota management and electronic rostering system.</p> <p>Mentoring</p>
<b>Skills/Abilities</b>	<p>Excellent communication, listening and negotiation skills, with the ability to adapt style to audience</p> <p>Ability to both lead and be a team player</p> <p>Ability to identify and deliver the needs of customers and the business.</p> <p>Ability to prioritise, plan and focus on deadlines, work under pressure and against agreed timeframes and performance targets.</p>	

	<p>Innovative and creative approach to problem solving</p> <p>Able to learn quickly, analyse and summarise information.</p> <p>Ability to meet targets and deadlines.</p> <p>Coaching and mentoring skills.</p> <p>Ability to respond to current and future needs of the business.</p>	
<b>Knowledge</b>	<p>An understanding of Data Protection and Freedom of Information regulations</p> <p>Excellent knowledge and use of IT including the use of Microsoft Office packages.</p> <p>Relevant knowledge of Health &amp; Safety and Employment legislation.</p>	Experience of Rota System
<b>Personal Qualities</b>	<p>A 'finisher' – able to take on tasks and initiatives and contribute to their successful conclusion.</p> <p>Smart, professional presence, well presented and a professional attitude.</p> <p>Hands-on approach</p> <p>Positive outlook</p> <p>Self-confident.</p> <p>Resourceful and innovative</p> <p>Excellent social and interpersonal skills</p> <p>Open and tolerant of diverse culture and groups.</p> <p>Calm and methodical</p>	
<b>Other requirements</b>	<p>Ability to work flexible hours over a 24 hour period to include nights, weekends and Bank Holidays.</p> <p>Full Driving License.</p>	