

Role Profile & Specification

Title	HEAD OF OPERATIONS
Reporting to	DIRECTOR OF OPERATIONS
Job Purpose (overall)	- To support the Director of Operations to lead operational activity across the charity. - To support locality teams to meet strategic objectives and provide a service which is caring, safe, effective, responsive and well-led.
Management	- To ensure that localities are compliant with Care Quality Commission Standards and regulations at all times. - To ensure that localities are demonstrating their work in accordance with the KLOE framework in line with I and We Statements. - To line manage assigned Locality Managers who are responsible for the maintenance of registration standards as laid down in the National Care Standards Act regulated by the Care Quality Commission. - To ensure that all allocated services are compliant with Avalon processes and communicating accurately in relation to performance and risk. - Maintain an active in-person presence within each locality. - To take part in the Locality Business Review processes including agreeing actions and monitoring associated action plans. - Understand each locality in detail from both people supported and staffing perspective. - Responsible for reviewing resources available in each locality, ensuring Locality Managers are using support worker contracted hours to their maximum potential. Reviews and considers changes needed including additional resources via business case proposal. - Monitors the locality budget and addresses any concerns with the Locality Manager and/or Finance team. - Monitors performance within the locality teams and addresses any areas of concern in a timely manner. - To ensure that all services operate in such a way as to maintain the Health, Safety and welfare of all the people we support and other stakeholders. - To ensure that the coordination and implementation of the on-call system is effective across all services. - Oversees safeguarding issues, Deprivation of Liberty referrals and best interests decisions in line with statutory requirements, local authority protocols and best practice. - Ensure that Data Protection/GDPR is adhered to, and any breaches dealt with efficiently and in-line with policies and procedures.
Organisational and strategic responsibilities	- To take a lead role, working closely with the Service Development team & the relevant Locality Managers on the development of current and new opportunities within the assigned area of responsibility. - To contribute to the overall strategic development of services and to ensure compliance with the aims and objectives of the charity and organisational policies.

	• To liaise with local commissioners regarding contract requirements and level of service delivery as well as exploring development opportunities. • To devise plans and deliver on key operations projects, ensuring that regular progress reports are completed. • To contribute to further development of existing contracts and new potential business opportunities by actively promoting Avalon's services. • Responsible for monitoring the referrals made to localities ensuring opportunities are maximised and responses are given in a timely manner. • As required, ensure that complex services are appropriately reviewed via MDT. • To undertake, as required, disciplinary, complaints and grievance investigations and as required act as a member/chair of the associated panel process.
Manage Quality	• To undertake effective audit processes and in partnership with the Quality & Compliance team, make sure that each Locality receives a full internal audit at least annually, with actions identified addressed and evidenced. • To ensure that localities comply with all contract monitoring processes, as set out in contract agreements and to attend all associated meetings. • Monitor and review all Safeguarding & CQC notifiable incidents and contribute to the wider related organisational procedures. • Promote quality as a central force in the organisation's strategies for success in meeting customer expectations and requirements.
Professional Responsibilities and Conduct	• To attend and contribute as required to all meetings as set out in Avalon's "Schedule of Meetings" (periodically reviewed). • To support and nurture a culture of professionalism within locality teams, encouraging effective communication and feedback. • To contribute to all operations policies, ensuring they are updated in line with legislation and good practice. • To observe safe working practices at all times including reference to: ○ Health and safety regulations ○ Manual Handling ○ Fire procedures ○ COSHH regulations ○ Environmental Health requirements • To carry out other duties as delegated by the Director of Operations/CEO or board members.
General	• To positively uphold the values of the charity at all times. • To manage own workload effectively and to ensure deadlines are met. • To commit to own personal development and identify areas for growth or skills enhancement. • To be part of the 2nd tier out-of-hours on-call service.

Our Values

- We are kind and respectful to everyone
- We are honest and trustworthy
- We are always learning and developing
- We are inclusive; everyone has a voice
- We work in partnership with our communities

Core Competencies	
Communicate well	▪ Listens to others ▪ Asks relevant & pertinent questions ▪ Communicates in a clear & concise way ▪ Effectively uses a range of communication tools & techniques ▪ Keeps accurate, objective & clear records
A positive & practical approach to work	▪ Tackles things in a direct & orderly manner ▪ Can be depended upon to get things right ▪ Able to prioritise tasks & manage workload ▪ Reliable under pressure
Work well with other people	▪ Engages positively with the people we support and their families ▪ Earns the respect of others ▪ Shows respect for the views & actions of others ▪ Builds & maintains mutually beneficial relationships ▪ Motivates self & others ▪ Facilitate customer participation ▪ Promote inclusion
Able to respond to & solve problems	▪ Plans ahead ▪ Tackles issues voluntarily & positively ▪ Able to identify the cause & not just the symptoms of problems ▪ Able to anticipate problems & develop solutions in advance ▪ Solves problems in a calm, direct & organised manner ▪ Helps other people with problems
Able to innovate & have new ideas	▪ Full of ideas which provide fresh insight & broader perspectives ▪ Responds positively to change ▪ Self- motivated and driven

Person Specification

Post Title	Deputy Director of Operations
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	Essential	Desirable
Qualifications		
Holds a minimum of Level 5 qualification in Social Care and/or Management	✓	
Access to own transport that can be used for work purposes, with a full valid licence	✓	
Holds or be willing to undertake a recognised health and safety qualification eg IOSH		✓
Knowledge and understanding		
Extensive working knowledge of relevant legislation and standards within the sector particularly The Care Act, Health & Social Care Act, CQC Fundamental Standards, KLOEs	✓	
Thorough understanding of current social care policy issues, quality standards and best practice	✓	
Knowledge of Charity SORP and Charity governance requirements		✓
Knowledge of Employment Law and how that impacts in practice on the organisation		✓
Knowledge of Health and Safety legislation at management level	✓	
Experience		
Substantial, demonstrable experience of managing social care multi-site services, delivering against business plans and financial performance	✓	
Substantial management experience of influencing at a senior level and with a wide range of stakeholders within a complex, multi-site organisation	✓	
Demonstrable leadership skills, which include motivating, communicating and managing teams	✓	
Competent at overseeing safeguarding issues, Deprivation of Liberty referrals and best interests decisions in line with statutory requirements, local authority protocols and best practice	✓	
Competencies & Behaviours		
Confident in engaging and interacting with a diverse range of people	✓	
Ability to communicate effectively at all levels both orally and in writing	✓	
Able to develop and maintain good links and networks with Local Authorities and CCGs in the regions covered by Avalon	✓	
Proficient IT User	✓	

	Essential	Desirable
Personal Attributes		
Demonstrates a passion for and has experience of enhancing the lives of adults living with a learning disability	✓	
Requirement to attend/represent Avalon Group at meetings and events outside of normal working hours	✓	
Assertive and confident with the ability to initiate action when required	✓	
Is able to work flexible hours which may include occasional evening and weekend working including out of hours on-call arrangements	✓	
Is able to travel across Yorkshire and occasionally within the UK, and stay overnight where required	✓	