

EXCITED

About the future



Job description

Job title:	Area Operations Manager
Reports to:	Regional Operations Manager
Management of:	Service Managers
Job family:	Personal Support

Purpose of the role

The Area Operations Manager will lead the Service Managers to ensure the services we deliver are most importantly safe and delivered to a high quality standard that represents Mencap. Through effective leadership and judgement, the AOM post will set the priorities and actions to ensure we achieve this, bringing together all the elements that contribute to this.

Key responsibilities

- Workforce developer
- Manager of finances and resources
- Verifier of quality and practice
- Business development and growth
- Manager of information

Workforce developer

AOM's will ensure that the Service Managers are utilising and developing their own and their teams performance and the key focus is being placed on ensuring we have highly engaged and competent teams focussed on delivering high quality services to the people we support.

- Supports the Service Manager in ensuring teams have the right skills and development to perform at highest levels and uses management information to identify workforce improvement requirements and has plan in place to drive this
- Through effective leadership drives a positive culture that promotes honesty and ensures we have highly engaged teams that deliver good quality services
- Undertakes honest reviews of performance using Shape Your Future tools and framework and ensures this is being used effectively to drive team performance,

with particular focus on ensuring the end of year validation is objective and accurately reflects performance levels

- Uses feedback and coaching skills to motivate individuals and teams to perform to their potential
- Uses Management Information to analyse key trends and issues and understand what this is telling us about our people by spending time in services to validate this to get to the root cause of areas where we can improve

Manager of finances and resources

The ability to understand and confidently plan and manage the area financial budget and area resources is key to the role of the AOM, who has overall responsibility for financial performance in their area. The varied profile of services requires the AOM to have an effective understanding of funding arrangements and the differing resource requirements for services.

- Undertakes rigorous review of financial performance across the area and identifies opportunities and threats at an early stage and puts in place a plan to address
- Responsibility to ensure risk is managed and all cost centres achieved agreed income and contribution levels and expenditure is managed effectively; including implementing recovery plans for voids and supporting debtor management
- Ensures effective staff utilisation for area and identifies trends and underlying issues to ensure this is within agreed levels

Business development and growth

To meet the challenges of securing, transforming and developing services, the AOM role needs to drive and support the development of growth in their area. The AOM will have joint accountability for growth with the ROM and both will work with the Business Development Team to ensure growth targets are achieved

- Contributes to Regional Business Development Plan based on knowledge acquired to identify and target new growth opportunities and maximise income through current and new funding providers
- Identifies targeted areas for growth and undertakes pro-active marketing and promotion of local services with key stakeholders to include Mencap Direct
- Actively demonstrates a commitment to the design and delivery of personalised services
- Works with key commercial colleagues and external agencies to spot, develop, and nurture new business opportunities

Verifier of quality and practice

The AOM will undertake the responsibility of the registered manager for the domiciliary agency/ies in their area to ensure compliance across locations delivering personal care as a regulated activity. As service managers take greater responsibility and ownership of regulatory compliance and quality performance through self assessment, the AOM will support and verify this through sampling and honest and open discussion with teams during monitoring visits and as part of the service review process. The AOM will drive the “what matters to me” review process and support service managers and teams in progressing their quality and practice performance through these.

- The AOM will have an active presence and visibility in services, spending time with people having conversations and observing teams, to enable them to make sound judgements on practice and be confident we are delivering safe and compliant services
- Ensures all locations within their area delivering regulated activity are compliant with regulatory requirements and that any non compliances are quickly and accurately identified, with a plan in place to address issues
- Encourages and drives teams to review and extend their practice through self assessment and to deliver high quality standards as measured thorough What Matters to Me
- All complaints and critical incidents are effectively responded to and resolved within agreed time-scales with actions arising from these being completed quickly and looks at the root cause of issues to be able to take the learning from these to implement preventative strategies

Manager of information

The AOM has a critical role in the transmission of information both to and from services and must demonstrate efficiency in the collection, reporting and analysing of information to drive service improvements. Equally, the role requires an ability to use data to inform and support planning and management of the area, to identify where the Area Operations Managers need to focus and prioritise their time.

- Responsibility to drive the use of information and data to understand how we are performing at a service level, how we identify areas of good practice and areas that require improving, identify where there are any underlying causes and how do we take action and learning from these to be the best we can be
- Ensures all communications are cascaded to Service Managers and then regional teams
- Actively seeks and reviews information to inform judgement across range of activities and instigates appropriate action
- Meets agreed deadlines for reporting and information requirements and processes, and ensures service managers are compliant with data requests

On-call responsibility will be undertaken as an essential part of the role within an agreed regional roster system and payment for this is included within the salary for the post.

Leadership

Effective leadership is the key to the success of Mencap. We have developed a leadership approach that we call 'Our Leadership Way'. See separate document for detail.

Our leaders are able to demonstrate that they have the potential to excel within all elements of the Our Leadership Way framework. Our leaders demonstrate a genuine passion for Mencap and will represent our core values at all times. As a champion of Our Leadership Way you will apply our leadership code to all aspects of your daily working; committed to upholding professional standards within Mencap, you will approach all aspects of your role in an enthusiastic and positive manner. You will also be expected to:

- engage in our appraisal process and ensure all your team members participate fully in this, offering support where needed; and
- promote and engage with our talent programme ensuring high performers are offered specific support and opportunity to pursue their career development in Mencap as far as possible.

Our values



You will role model our five values in all your work activities and also ensure your team displays these values in their everyday work.

Switched on about learning disability

We expect our people to be up-to-speed with the current world of learning disability, know about the challenges and realities people face and understand the impact Mencap is trying to bring about. We expect leaders to have an interest in, and desire to know more about learning disability, and role model this with their teams.

Collaboration

We expect people to be brilliant at collaborating across teams, functions, service types and perspectives so that people with a learning disability and their families receive the joined-up support they need. Leaders will break down silos and cliques and challenge blinkered or habitual thinking. People will know and love all that Mencap does, not just the work they do.

Final comment

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with this role in Mencap.

Person specification

Skills & abilities	Essential/Desirable
Ability to and exposure to leading, developing and motivating people	E
Experience of managing multiple budgets, debtor management and financial management processes	E
Experience of leading a range of service type contracts	E
Experience of leading service quality processes	E
Experience of risk management	E

Knowledge and experience	Essential/Desirable
Knowledge of sector/service types	E
Regulatory framework for service type	E
Service design, frameworks and tools	D
Contractual requirements	D
Experience in developing business	D

Qualifications	Essential/Desirable
Registration, or be eligible for registration on appointment, with RQIA and Northern Ireland Social Care Council as a Registered Manager will be an essential requirement of the role. The following is required for registration with RQIA.	E
<p>1. One of the professional qualifications below: (a) a professional social work qualification and registered on the appropriate part of the Northern Ireland Social Care Council (NISCC) register, without condition; or (b) a first level registered nurse on the appropriate part of the Nursing and Midwifery Council register; or (c) allied health professions registered with the Health Professions Council</p> <p>And</p> <p>2. A minimum of four years' work experience in any health or social care setting with one or more of the service user groups supported by the agency. At least two years of this experience</p>	

must be in a relevant operational management capacity in a health and social care setting.

OR

1. A QCF Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland

And

2. a minimum of five years practice experience in any health and social care setting with one or more of the service user groups supported by the agency which must include at least two years relevant experience in an operational management capacity in a health and social care setting.
-