

Operations Manager

At an exciting time of growth and development, Croydon Mencap has created this new and varied role to work closely with the Chief Executive. The Operations Manager will support taking the organisation forward as a leader in the provision of services for children and adults with learning disabilities, carers, and families.

You will be directly accountable for a number of key areas including managing the business needs of the organisation, premises and IT, health and safety, monitoring contract compliance and policies, quality assurance, and the recruitment and support of volunteers.

Job Title:	Operations Manager
Hours:	Full-time (37.5 hours per week)
Salary:	£ 35,000 plus pension contribution
Reports to:	Chief Executive
Location:	Portland House, 678 London Rd, Thornton Heath, CR7 7HU

Main Responsibilities

- To deputise for the CEO as required.
- Oversee the implementation of the Strategic Plan ensuring it represents the views of people with learning disabilities, carers, and families.
- Line management of designated service managers and club coordinators, ensuring that they are well supported; that appropriate processes and systems are in place and adhered to, and that agreed objectives are achieved.
- Develop robust systems to track and monitor organisational performance and demonstrate our impact.
- Manage the business needs of the organisation including offices and service bases, IT and telephony, data protection, and compliance.
- Monitor all service contracts to ensure they are compliant against contract specifications.
- Ensure best practice is followed around health and safety including staff training and compliance issues e.g. PAT testing, fire drills etc.
- Manage the organisational Risk Register, ensuring it is updated and monitored on a regular basis.
- Act as the primary contact for our HR provider around advice and guidance ensuring the organisation fulfils its statutory responsibilities as an employer.
- Update policies and procedures and ensure Staff and Volunteer Handbooks are up to date.
- Support the development of tenders and funding applications.
- Have responsibility for quality standards across the organisation ensuring compliance, identifying new opportunities for continued improvement and renewal of quality standards when required.
- Work with a wide range of partners from the public, private, and voluntary sectors to seek opportunities to enhance and develop the organisation.
- Keep abreast of good practice development in disability and associated services and lead the development of systems, policies and working practices.
- Respond to day to day enquiries as they arise, under the direction of the Chief Executive.

Person Specification

Experience

- Relevant, recent experience of working at a senior level in the not-for-profit sector or public sector (E)
- Understanding of issues and challenges facing children and adults with learning disabilities including the impact of central and local government changes (E)
- Experience of dealing with local government. (E)
- Experience of strategic business planning (D)
- Experience of managing office premises and support systems e.g. IT, telephones (E)
- Experience of tendering, contract monitoring and compliance (D)
- Experience of the Investors in People quality standard (D)

Knowledge, skills and abilities

- Excellent management and leadership skills (E)
- Interpersonal and strong oral and written communication skills, including public speaking, which engage audiences and encourage participation (E)
- Skills in chairing and facilitating meetings (E)
- Ability to inspire, empower and support people to achieve organisational objectives and sustained high levels of performance (E)
- An understanding of quality assurance & good practice accreditation systems (E)
- Diplomatic skills and political judgement (E)
- Influencing and relationship management with key stakeholders including governmental officials, partners and other organisations (D)
- An understanding of regulatory bodies and inspection regimes e.g. Care Quality Commission (D)

Education/Training

- Evidence of continuing professional development relevant to the post (E)

Personal attributes and other requirements

- Able to travel independently (E)
- Able to work flexibly including some evenings and weekends on occasion (E)
- Commitment to anti-discriminatory practice and equal opportunities (E)
- Able to work on own initiative and contribute to organisational priorities (E)
- Commitment to upholding the rights of people facing disadvantage and discrimination (E)

(E) – Essential (D) – Desirable

For further details and an application pack please contact Jo
020 8684 5890 jo@croydonmencap.org.uk
Deadline for Applications – noon Monday 25th February 2019