

Job Description

Title:	Head of Operations
Reports to:	Chief Executive Officer
Hours:	37 hours per week
Remuneration	£38,250
Based:	Paul's Place Hub, Shire Way, Yate, Bristol, BS37 8YS
Responsible for:	Day services delivery teams.
Terms:	Permanent Contract, 28 days annual leave which includes 3 days for the Christmas shut down, plus bank holidays (based on a full-time equivalent), Occasional weekend and evening working will be required.
DBS Status:	Enhanced DBS with appropriate barred checks

ROLE PURPOSE

The Head of Operations is responsible for overseeing Paul's Place Day Opportunities services and leading on the development and implementation of new services and projects, including a service supporting individuals with a Learning Disability and / or Autism. The Head of Operations will lead on the organisations efforts to ensure Paul's Place members have the best possible life and the best possible support; and will utilise a practice leadership model with the Day Support team to ensures that the needs of our members are always at the centre of all we do.

MAIN DUTIES	
Leadership and Management	• To work closely with the CEO and senior management team to ensure a consistent approach to leading and managing staff and volunteers at Paul's Place. • To be responsible for line management of the Day Opportunities Coordinator, the Volunteer Development Officer, the Community Café Development Officer and two part time Caretakers. • To be responsible and take the lead for delivering health and safety for the organisation, employees, and service delivery, including writing risk assessments. • To ensure the development of person-centred support (including person centred planning, communication techniques and strategies, positive behaviour support and active support) • To lead on identifying and planning around areas for staff learning and development and team building opportunities, including across teams. • To always work within a practice leadership model to develop and maintain good staff support to ensure the emphasis is on the quality of life for the individual member.

	• To be part of the senior management team providing cover and service continuity, including being able to step into the operational role as required. • To deputise in the absence of the CEO and contribute to the wider management of Paul's Place, taking a key leadership role internally and externally.
Organisational Responsibilities	• To work in accordance with Paul's Place values, mission and strategic plan. • To ensure the smooth running of the Paul's Place daily service and work with the Day Opportunities Coordinator to ensure that ratios are met, and the support needs of our members are met. • To work closely with the Safeguarding Manager to increase the numbers of members using the day facility. • To work with the Safeguarding Manager on the changing needs of members and any safeguarding concerns that arise. • To contribute to the governance of Paul's Place including working with the CEO on annual review of policies and procedures. • To collaborate with external organisations to increase the opportunities available to members and to promote inclusion. • To ensure that Paul's Place adheres to a 'safety-first' culture and that all safeguarding policies and procedures are always met and that all team members are up to date with any changes.
Service Delivery, Quality Assurance, Monitoring and Evaluation	• To oversee data collection and performance monitoring systems, ensuring services are meeting targets, preparing reports to funders, CEO, and the Board of Trustees. • To oversee risk management of all service delivery and ensure that all operational staff are up to date with any changes in health and safety and are always working safely. • To adhere to the Professional Boundaries Policy and 'live out' the values (inclusive, encouraging, empowering, caring and friendly)
Relationship Management	• To develop professional relationships with staff, volunteers, service users, Trustees, carers and management colleagues. • To be responsible for developing effective, professional relationships with commissioners, funders, partners and other voluntary sector partners. • To represent Paul's Place at key local and national external meetings and events when the CEO is unable to.
Service Development	• To oversee the improvement and ongoing development of Paul's Place services. • To identify new service development opportunities, with the involvement of Members, in line with Paul's Place strategic and business plans. • To work closely with the CEO and Fundraising Manager on funding applications when required.

	To lead on identifying areas where increasing placement and volunteer involvement will be of benefit and working with key stakeholders to implement this.
Resource Management	- To monitor the financial performance of services, in conjunction with CEO and Finance Manager - To be responsible for the facilities budget, ensuring prudent spending in line with the needs of the charity.
Strategic development	- To work with the CEO, Board of Trustees, stakeholders, funders, partners, and service-users members to develop Paul's Place strategic vision and development plans. - To work with the senior management team to identify new opportunities for innovation and service development and develop these into new services.
General duties	- Attend line management supervision, team meetings and annual appraisal. - Keep up to date with issues and developments within the disability community. - Attend mandatory safeguarding training and refresher sessions, as well as other relevant staff development/ learning sessions, and undertake research to fulfil the requirement of the post. - Commitment to adhere to & implement the policies and procedures of Paul's Place. - Work pro-actively to involve Paul's Place members in all aspects of the charity. - To work closely as part of a team with Paul's Place staff, trustees & volunteers with a solution focused, person-centred approach. - To work on your own initiative, often under pressure, with and at times, without supervision. - All staff may be asked to undertake other duties and responsibilities as determined the CEO or Board of Trustees.

Person Specification

EXPERIENCE		Essential (E) / Desirable (D)	How assessed
1	Experience and understanding of working using a practice leadership model and managing a team.	E	A/I
2	Experience of health and safety compliance	E	I
3	Experience of risk management and assessment	E	I
4	Experience of safeguarding issues relating to adults deemed at risk	E	I
5	Demonstrable experience of working in a multi-disciplinary, person-centred way.	E	I
6	Experience of developing and delivering services with disabled adults.	E	I
7	Demonstrable experience of working in the care sector	E	A/I
8	Experience and competent in using IT systems including Microsoft office 365	E	A/I
KNOWLEDGE			
1	Knowledge of quality assurance, compliance and self-assessment	E	A/I
2	Knowledge of CQC and other regulatory bodies	E	I
3	Knowledge and understanding of disability and the challenges that disabled people face in line with knowledge of equality and diversity.	E	I
4	A thorough understanding of social care work and the principles of solution focused work	E	I
5	Knowledge of and understanding the principles and practice of budget management	E	A/I
SKILLS			
1	Patience and ability to remain calm in a crisis	E	I
2	Ability to understand and write complex reports for a variety of audiences.		
3	Ability to absorb legal and procedural information	E	I
4	Excellent communication skills including strong observational and listening skills.	E	I/A
5	Ability to negotiate, mediate and interpret on behalf of others	E	I
QUALIFICATIONS			
1	Relevant social care qualification with a minimum of 5 years post qualifying experience	E	A