

## Job Description

<b>Job Title:</b>	<b>Operations Manager</b>
<b>Salary/Rate</b>	£30,000
<b>Hours</b>	35 hours per week
<b>Location</b>	Manchester
<b>Accountable to:</b>	Chief Executive

### Job Purpose

- To develop and implement strategies that impact the lives of African Caribbean people to bring about improvements in their overall health and wellbeing through support which improves access to Mental Health Services, Health Promotion Services and increase community engagement and connections for service users.
- Support the Chief Executive with strategic development and expansion of services for the community.
- Networking with stakeholders and VCSE agencies, particularly within the Trafford locality to address the issue of health inequalities experienced by African Caribbean People.
- Support the development materials that will bring about greater awareness of the pathway and post diagnostic support available in the community for people living with dementia
- To monitor performance and financial information to achieving key service improvements.

### Deputising for the Chief Executive

- To deputise for the Chief Executive as required and represent the ACCG at networking and stake holder meetings.
- To engage with external agencies and statutory organisations to raise awareness of ACCG services to develop and improve referral systems.
- To promote ACCG's services and activities widely across Greater Manchester.
- The post holder must have operational knowledge of systems and processes ensuring the smooth running of services.

### Operational Leadership

- The post holder is accountable to the Chief Executive for the management of operational services within the ACCG.
- To assist the Chief Executive with developing and implementing medium - and long - term strategic plans, informed by service users, as well as external partners, volunteers, staff members, and our community.
- Manage the implementation and introduction of new services and activities
- To assist the Chief Executive with the preparation of reports and information for the ACCG Board in a timely manner.
- To assist the Chief Executive in ensuring robust systems are in place for financial planning, and income generation.

- To ensure the provision of high- quality support, information and advice to Service Users and Carers.
- Establish on site Clinics to support individuals and wellbeing
- To provide high quality information in line with local and government guidelines to service users, Carers and staff
- To ensure ACCG safeguarding policies and protocols are adhered to

### **Business Planning and Financial Management**

- To ensure the accuracy of monthly monitoring of budgets, spending and reporting
- To ensure that accurate computerised and/or manual records are maintained.
- To produce progress reports for funders and others, as required.
- To have knowledge of and input into appropriate funding applications.
- To manage systems for banking and financial services
- To assist the Chief Executive to manage estates, in compliance with health and safety and building maintenance.
- To promote ACCG services widely through a range of media platforms.
- To be responsible for ensuring ACCG's IT systems are updated including regular maintenance and repairs.
- To maintain the effective use of the Data Base Management system and ensure information is up to date and accurate
- To maintain GDPR compliance.

### **Service Delivery and Development**

- To be operationally accountable for the provision and development of ACCG services
- Contribute to the strategic planning of services within ACCG, identifying future resourcing within our contractual remit.
- In collaboration with the Chief Executive ensure the delivery of a responsive, high quality, value for money service within the ACCG.

### **Workforce Management**

- To promote the development of staff in maintaining an excellent level of care.
- Communicate ACCG's objectives, future plans and current progress against plans to all staff and volunteers.
- Support the management team with supervision and appraisal in line with the ACCG's policies and procedures as required.
- To assist the Chief Executive to manage workforce issues i.e., recruitment, supervision, staff development, performance and discipline
- Acknowledge the contributions and perspectives of all staff so they are heard, valued and influence management decision making.
- To ensure training and development needs of staff are identified and reflected in the annual business plan.
- To promote a collaborative workforce, supporting staff to have an awareness of colleague's duties
- Support the Chief Executive to promote equal opportunities for staff in accordance with the ACCG's policies.

### **Quality Standards**

- To ensure, that the specifications from funding body are met.

**Personal/Professional Development:**

- The post-holder will participate in any training programme implemented by the ACCG as part of this employment, such training to include Staff development, induction and on the job training
- To participate in an annual individual appraisal and supervision performance review, and to take responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and by demonstrating skills and activities to others who are undertaking similar work.

**Communication:**

- The post-holder should recognise the importance of effective communication and will strive to:
- Communicate effectively with service users and carers
- Recognise people's needs for any preferred alternative methods of communication and respond accordingly.

**Confidentiality:**

- In the course of seeking support, service users and their carers entrust us with personal and sensitive information including their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately under the data protection rules.
- The post-holder will have access to confidential information relating to service users and their carers. All such information from any source is to be regarded as strictly confidential. The post holder will maintain and promote confidentiality of information for ACCG members, service users and businesses in accordance with the Data Protection Act.

**Dignity and Respect**

- To treat service users, colleagues and visitors with respect and dignity a all times.
- To recognise and respect the cultural differences in others.

**Health & Safety:**

- The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the ACCG Health & Safety Policy, to include:
- Using personal security systems within the workplace according to ACCG guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a manner or way that manages those risks.
- Making effective use of training to update knowledge and skills.

- Using appropriate infection prevention and control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Identifying, assessing and reporting any potential risks.
- Adhere to government guidelines/laws in relation to a pandemic

**Fire**

- Adhering to fire regulations, procedures and evaluation procedures.

**Note**

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder.

**PERSON SPECIFICATION  
Operations Manager**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT</b>
<b>KNOWLEDGE &amp; EXPERIENCE</b>	3 years proven management and leadership experience in health care	Experience of working in a mental health, social care or voluntary service setting	A/I
	Significant experience of working with people with long term health and their Carers	Experience or a good understanding of Charity Sector management	A/I
	Experience of finance and budget management.	Experience of working with the BAME community	A/I
		Experience of managing contracts and performance	A/I
<b>QUALIFICATIONS</b>	Degree in Health & Social Care/Management Or Management qualification or equivalent knowledge	Finance qualification	A/I A/I
	<b>APTITUDE &amp; ABILITIES</b>	Ability to provide effective leadership	Understanding of relevant Health Care legislations
Excellent fundraising skills		A/I	
Ability to manage and update social media platforms		A/I	
Experience of promoting supporting change and development in an organisation		A/I/P	
Ability to respond to new challenges		Ability to motivate staff and volunteers	A/I

	Good communication skills		A/I
	Strong analytical, administrative, and organisational skills.		A/I
	The ability to prioritise workloads, meet deadlines and solve problems		A/I
	Ability to work as part of a team and to work confidently and sensitively with a wide range of people.		A/I
	Ability to command the respect of peers in local social/health care organisations		A/I
	To competently organise and carry out designated workload.		A/I
	To prepare, record and complete all relevant documents for service users and colleagues in a clear and concise manner.		A/I
	To maintain accurate records within an electronic database.		A/I
	Good IT skills including MS Word, MS Outlook and familiarity with web browsing.		A/I
		Experience of working with statutory and voluntary organisations.	A/I
	Ability to work independently and professionally		A/I
	Demonstrable the ability to prioritise workload in order to meet deadlines.		A/I
	Ability to deal sensitively with service user needs and maintain confidentiality at all times.		A/I
	Commitment to achieving personal and organisational objectives		A/I

<b>DISPOSITION / ATTITUDE / MOTIVATION</b>	Willingness to undertake further training and development appropriate to role.	Ability to remain calm in stressful situations and cope under pressure and during transactional change	A/I
	Pleasant & social manner with a positive and caring attitude	Empathy	A/I
	Person centred approach to care with ability to work to time		A/I
		Commitment to imparting knowledge and experience to others.	A/I
	Flexible to complete work according to service requirements		A/I
	Reliable and proactive team member.		A/I
	Self-motivated with ability to motivate others		A/I
<b>OTHER FACTORS</b>	Car User		A/I
	Flexible to meet changing service requirements		A/I
	Involvement in research work as requested		A/I