

# Operations Manager - Wellness – Grade 12

## Job purpose

In Kirklees we want to be innovative and creative in the way we work to deliver our services with communities. Investing in relationships with those communities is at the core of what we do. We want to meet changing and challenging times with better and smarter ways to work.

Wellness is defined as a proactive, preventive approach that emphasises the whole person and which works to achieve optimum levels of physical, mental, social and emotional health. This role is part of a team responsible for developing an integrated Health Improvement approach for adults; to help people build their capacity to maintain good health and be independent.

We want to bring together organisations, people and services to develop a shared approach, using a 'strengths based' mind-set that acknowledges, builds upon and unlocks the strengths, skills and capacities of people to live healthy lives utilising the assets within the local community. We want to build on the existing strengths and assets of people and communities and will support individuals to find solutions to things which determine their health and prevent health conditions developing or worsening.

This role is based within [Adults and Health](#). Find out more about [working for Kirklees](#).

## Key areas of responsibility

As an Operations Manager you will be responsible for the operational leadership and management of the team(s) assigned to you ensuring that they work efficiently and effectively and that the services provided are of a high-quality standard, demonstrate value for money and are delivered within available resources through effective deployment of wellness teams.

You will keep abreast of changes, monitoring demand and being responsive to emerging need.

You will lead on team development, developing the potential of your staff and promoting a good working environment which maximises employee contribution in achieving objectives. You will also be responsible for leading on recruitment and induction within wellness teams.

As an Operations Manager, you will lead on and promote a culture of performance management, continuous improvement and ongoing achievement within your functional area ensuring that impact and quality can be demonstrated and that performance indicators are measured, and commissioned outcomes achieved.

You will support and, if appropriate lead, Service developments as agreed with your integrated Wellness Service Lead / Head of Service.

This job is about being part of a flexible and responsive team. So as part of the overall management team, you will provide a management and leadership role across all the functions giving support where required.

You will work collaboratively with a range of partners leading specific agendas as required to ensure the Wellness needs of local people, individuals, communities and clubs/group, are met.

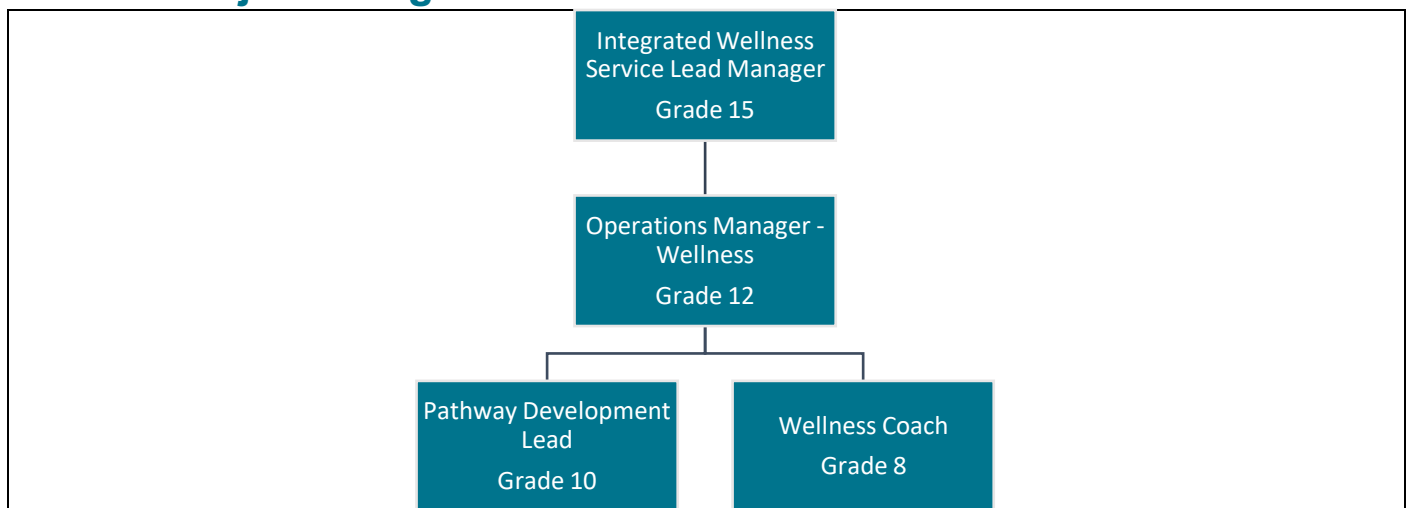
You will be required to work closely and build effective relationships with community leaders such as elected members, senior officers, partner agencies and communities to develop and embed the Kirklees Integrated Wellness Model.

Reporting to the Integrated Wellness Service Lead manager, you will manage Integrated Wellness Teams, and work collaboratively with Managers in other areas, communicating effectively and sharing resources and best practice. You will ensure that your teams develop the skills they need in order to execute their roles effectively and that they work together as a team as well as with other services. As required, you will analyse and interpret business intelligence producing reports including recommendations for improvements/developments. You will also identify opportunities for developments and improvements linked to programme areas with all initiatives being supported and effectively managed encouraging creativity and innovation, and monitor the take up, efficacy and impact of Integrated Wellness delivery, and track against agreed outcomes and Council priorities.

In your role, you will support collaboration across other services and partners; communicating and maintain relationships so as to seek ways to integrate wellness into their strategies and projects. Responsible for ensuring that the work of team is focused on improving the health and wellbeing of individuals and communities, particularly the most vulnerable, through access and availability of a range of interventions and opportunities. Also, that services implemented are evidence based and outcome focused, meet local priorities and needs and those of commissioners, and are delivered effectively within budget and resource constraints. You will ensure all integrated wellness programmes are delivered to local, national quality standards and clinical protocols.

You will understand and implement Council Volunteer guidance and current practice, on recruiting, managing and retaining volunteers. Holding managerial responsibility for the health and safety, safeguarding and other obligations, you will ensure that all activity involving volunteers, staff and beneficiaries is conducted safely and to quality standards.

## Position of job in organisational structure



## Employee Specification

<b>Knowledge, qualifications, skills and experience</b>	<b>Shortlisting criteria</b>
A diploma/ degree level qualification in a relevant area and/ or substantial experience of working in a health, social care, education, wellbeing/Community field.	Essential
Knowledge of targeted interventions and community-based approaches to improving health and wellbeing of individuals and communities.	Essential
Significant experience of effective staff management and staff development and strong track record in leadership of teams.	Essential
Experience of effective performance management ability to demonstrate impact with the ability, aptitude to measure and track outcomes and prepare reports.	Essential
Knowledge and experience of applying project and resource management skills.	Essential
High energy with positive problem-solving skills.	Essential
Personal resilience and flexible attitude in face of difficulties.	Essential
Knowledgeable in techniques to mobilise grassroots activity and engage strategic stakeholders.	Essential
Knowledgeable and understanding of the issues affecting the lives of target populations and the services, initiatives, and policies that impact on them and a good understanding of diverse communities.	Essential
Analytical in approach to the evaluation and delivery of practice and commitment to evidence-based methodologies to better integrate services for people and communities.	Essential
Strong influencing and partnership building skills with the ability to work with and in multi-sectoral, multi-partner environments.	Essential
Creative, flexible and supportive to volunteers, groups and individuals.	Essential
Ability to manage work in a political environment, manage relationships with leaders of partner agencies and stakeholders.	Essential
Ability to support and influence colleagues and other agencies to deliver and promote best practice.	Essential
Empathic and able to relate to individuals, groups and organisations in a variety of different circumstances.	Essential
Curious and up to date with trends in health and wellness, and willingness to regularly update skills and experience.	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential
Willingness to work flexible hours, including evenings and weekends.	Essential
Willingness to travel between locations, either on foot or using public transport. Possession of a driving licence and a car available for work may be desirable.	Desirable

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

## General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail, and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

## For Office Use Only:

Job Category	Social Care - Adults	Grading ID	66310
Job ID	80100821	Last Updated	May 2026
Job Focus	No	Career Progression	No

## Contractual Variants

DBS Category	Adults	DBS Type	Enhanced + Barred
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		