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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Head of Operations (Carer Services)** |
| **Band:** | **£50,000.00** |
| **Manages :** | **Staff across Bradford and North Yorkshire responsible for delivering services to unpaid carers** |
| **Reports To:** | **CEO**  |

**Overview**

The Head of Operations (Carer Services) will be responsible for leading and overseeing the delivery of all services which support unpaid carers across the organisation.

They will ensure that robust Key Performance Indicators (KPIs) are in place, based on meeting contractual delivery goals and operational objectives which flow down to individual teams and individual staff. They will ensure that Managers monitor individual staff performance and they will lead the development of the Managers who report to them and the teams as a whole to ensure that quality and delivery targets and contractual obligations are met - with a goal of continuous improvement for unpaid carers.

They will actively manage all related services in line with commissioner contracts/agreements, delivering against agreed KPIs, outputs and outcomes, whilst maintaining high quality standards and providing monthly/ quarterly contract reporting to commissioners as required.

They will develop a reporting framework to present quarterly results to the Trustees which demonstrate contractual compliance, operational delivery, service impact and continuous improvement.

They will work with the Head of Finance to develop budgets for related services to make best use of available resources and then manage the agreed annual budgets.

Theywill develop and implement our strategic direction for these services in line with our own and local/national policies and opportunities for growth and expansion.

They will keep up to date with local, regional and national developments relevant to the service, reporting back to the CEO as appropriate

They will work with the Head of Finance to set annual budgets then prudently manage the monthly expenditure against budget to ensure that services remain cost effective and commercially viable.

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| **Key Result Areas/Principal Duties and Responsibilities*** Manage and deliver carer services within budgets to meet contractual requirements, outputs, quality standards and to continuously improve impact and extend the reach of the services for unpaid carers across the communities of North Yorkshire and Bradford.
* Provide visible proactive leadership to the Unpaid Carer teams, acting as the key lead for issues, challenges and escalation.
* Be a strong advocate for youth and adult carers in all forums.
* Work collaboratively with our Commissioners to support them to meet their strategic priorities and statutory duties to unpaid carers, particularly the goals outlined in the local authority Carer Strategies. Lead on carer services bid development and related commercial budgets.
* Be responsible for leading youth and adult safeguarding compliance in Carer Services across the organisation. Ensure pro-active reporting and escalation, dynamic management and compliance with all applicable rules and legislation. Be responsible for the safety of the staff, particularly when lone working and ensure procedures are in place to support this.
* Be responsible for the management of all related staff to ensure they are adequately trained, supported and supervised and deliver services to target and quality requirements. Actively build skills and capability of all staff to enable continuous service improvement and development, ensuring Personal Development Reviews and agreed HR processes are adhered to. Ensure robust processes are in place for all staff to include appraisal, absence management and personal and professional development.
* Ensure mandatory training is completed then kept up to date for all staff as well as DBS checks in order to comply with Carers’ Resource policies and those of our Commissioners.
* Be responsible for collating all the necessary data, case studies and statistics for commissioner reports and present the quarterly reports to the commissioners at contract review meetings, highlighting and explaining achievements, trends or anomalies in performance.
* From the above information collate a quarterly summary report for the Trustee Board which gives them an overview of carer service delivery, attend the relevant trustee meetings and present your report to them.
* Be a contributing member of the senior leadership team and work with the CEO to provide the strategic leadership, vision and direction for the charity. Play an active role in area meetings.
* Manage key external stakeholders relationships. Work collaboratively with them and the SLT to ensure the carer voice is central to carer service delivery and impact measurement, that services are continuously improved and informed by emerging trend.
* Work collaboratively with the SLT to ensure organisation wide priorities are identified and robust mechanisms are in place to deliver these.
* Participate in the strategic discussions with our Commissioners and other key stakeholders to develop new services. Proactively support the Carers Trust national partnership and collaborate with peer organisations in West Yorkshire and North Yorkshire. Act as an ambassador for the charity at all times.
* Lead on information governance and sharing protocols between the charity, commissioners and other key stakeholders ensuring at all times that our GDPR obligations and commitment to privacy and client confidentiality are met.
* Ensure that all staff act as exemplary representatives of Carers’ Resource at all times and that codes of conduct and professional standards are maintained by all.
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| **Person Specification****Qualifications** Degree level or management experience equivalent **Experience, Knowledge and Skills - Essential*** At least 5 years extensive and successful management and operational experience, to build capacity and lead high performing teams.
* At least 5 years’ experience of managing significant resources and budgets and a proven track record in prudent budget management, sustainability and value for money
* Experience of meeting client needs and awareness of current issues affecting both young and adult unpaid carers.
* Experience in performance management of teams in a fast-paced service and the delivery of contract requirements and key performance indicators to meet/exceed contractual requirements/ targets.
* Highly skilled negotiator and influencer, used to working with multi-agency partnerships
* Ability to lead funding bids and project manage new projects
* Highly developed innovative thinking with proven skills in challenging the status quo and suggesting viable alternatives
* Proven track record of effective collaborative working with senior professionals, both internally and externally
* High level of problem solving, presentational, communication and analytical skills
* Ability to assess priorities and make effective decisions in pressured environments and within tight timescales.
* Knowledge of the structure, functions, culture and values of Local Authorities and the pertinent departments within them.
* A high level of proficiency in using client databases and producing reporting from these.
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| * Comprehensive experience of managing staff issues such as disciplinary, grievances and dismissal, appeals and conflict resolution along with general HR issues
* Experience and evidence of working effectively in developing and maintaining productive partnerships in all sectors and multi-disciplinary teams
* Experience in high level managerial competency, including the ability to lead and deliver in a complex and dynamic professional environment
* Knowledge of the key legislation affecting unpaid carers, the statutory duties of local authorities with regard to unpaid carers and an excellent understanding of safeguarding and how it relates to both adults and young people.
* Experience of working with ethnically diverse communities and an excellent understanding of cultural differences.
* An excellent understanding of Equality Diversity and Inclusion and an informed, sensitive and respectful approach to working with all people.

**Experience, Knowledge and Skills - Desirable*** A good knowledge of the Bradford and North Yorkshire area and the demographics of the various populations.
* The ability to speak another language in addition to English, particularly languages used by communities with South Asian and/or Eastern European ethnic origins.
* Experience of delivering services for young people as well as adults.
* A good knowledge of the health and care landscape and how this impacts unpaid carers.
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