

Person Specification

JOB TITLE: Operational Manager
REPORTING TO: Regional Director
GRADE: 10+
HOURS: Minimum 39 hrs per week

	ESSENTIAL	DESIRABLE
Qualifications	Management qualification, RNMH, DipSW or equivalent.	
Experience	<p>Minimum 2 years experience in a middle management position.</p> <p>At least 5 years experience in managing care and support for people with a learning disability.</p> <p>Varied experience in learning disability services that offers the breadth and depth of knowledge required to meet the competencies of the post.</p>	Commissioning services.
Skills/Knowledge	See competencies for the post.	
Disposition	<p>Ability to influence.</p> <p>Ability to create a positive and lasting impression on all stakeholders.</p> <p>Ability to relate to people of different backgrounds.</p> <p>Self assured.</p> <p>Determined and reliable.</p> <p>Ability to manage change.</p> <p>Passionate about improving services for people with disabilities.</p> <p>Creative approach to problem solving.</p> <p>Consultative/democratic management style.</p> <p>Ability to delegate.</p> <p>Be a role model to Team Leaders.</p> <p>Flexible approach to work.</p>	Dynamic and innovative.
Personal Circumstances	<p>Flexible approach to working hours and travel.</p> <p>Ability to stay away from home on Thera business.</p>	

	Ability to manage own continuous professional development.	
Physical Attributes	Resilient to the demands of a challenging post. General good health.	
Interests	Have outside interests that provide a break from work related issues.	

Thera Group

Key Areas of Competence

Post: Operational Manager

Accountable to: Regional Director

Job Purpose

To ensure that services for people with a learning disability are created, organised and delivered effectively.

To proactively develop the quality of existing services in line with Thera's overall vision and strategic direction, and it's identified plans locally.

To ensure that services operate within the positive culture of continuous improvement which reflects national and local policies and delivers the best outcomes for people supported.

To ensure that staff are supported in an environment that encourages development and ensures a high quality of service delivery.

To deliver continuous development of existing services in the area.

To respond to referrals, developing new support packages as part of the incremental growth of the area.

To research and report on the market in the area taking account of new service requirements, opportunities and competitors.

Job Competencies

Development

Strategy and Strategic Planning

1. Understanding of strategy and strategic planning.
2. Ability to use knowledge of organisational structures, culture and behaviour.

PR and Marketing

3. Ability to apply a range of marketing techniques.

Market Research

4. Ability to apply a limited range of market research techniques.

Contracts

5. Awareness of contractual and related issues.
6. Ability to participate in contract negotiations.
7. Ability to manage and report on contractual performance.

Planning (including business planning, development and projects)

8. Ability to produce plans within a wide range of resources and constraints over 3 years in a geographical area.

Tendering

9. Ability to contribute to the submission of a tender.

National Policy

10. Knowledge of, and ability to respond to and advise on a wide range of learning disability and related issues.

Fund-raising

11. Ability to identify fund-raising opportunities.
12. Ability to project likely income streams for delivery of new services.

Management - Staff

Staff and Management Development

13. Ability to effectively line manage a number of Team Leaders.
14. Ability to carry out constructive appraisals, including identifying and meeting training and development needs.
15. Ability to facilitate staff to take decisions.

Performance Management

16. Ability to deal constructively with issues of poor performance.

Policy and Procedure

17. Ability to apply all Thera's policies and procedures to the line management of the area.

Workforce Planning

18. Ability to plan and recruit annual workforce requirements across the area and multiple staff teams within resources to meet the needs of services.

Recruitment and Selection

19. Ability to take a creative approach to recruitment and selection to ensure the needs of the service are met.
20. Ability to effectively manage a recruitment process, including the correct application of policy and procedure.
21. Ability to effectively induct new members of staff into the area.

Employment Legislation

22. Working knowledge of employment legislation.

Management - Finance

Budget Management

23. Ability to plan, monitor and control designated budgets for the area.

Costing and pricing

24. Ability to apply service knowledge to the costing and pricing of individual services.

Other finance issues, such as cashflow, inflation, policy and procedures.

25. Ability to apply financial and related policy and procedures in the management and delivery of services across the area.

General Management

Monitoring and Reporting

26. Ability to report on performance of the area.
27. Ability to analyse complex written and numerical management reports, taking action as appropriate.

Resource Planning

28. Ability to flexibly manage resources across a range of services.

Problem Solving

29. Ability to apply logic and think clearly when solving a range of diverse range of problems.

Project Management

30. Ability to manage multiple projects and activities.

Time Management

31. Ability to manage your time and negotiate priorities.

Decision Making

32. Ability to evaluate options and make operational decisions.

Negotiating skills

33. Ability to negotiate effectively both internally and externally in relation to services in the area.

Communication Skills (written/verbal/presentation)

34. Ability to communicate effectively and persuasively both in writing and verbally.
35. Ability to present confidently to a range of audiences.
36. Ability to establish and maintain effective communication networks across the area.
37. Ability to consult with people who have differing levels of language comprehension and verbal communication, both on a 1:1 and group basis.

Advocacy

38. Ability to enable people with a learning disability to reach decisions, make informed choices and express their views.
39. Understand the role of and the ability to liaise with independent advocates.
40. Keep up to date with national and local groups raising issues and innovations relating to people with a learning disability.
41. Ability to support people with a learning disability to liaise as appropriate with legal representatives.

Risk Management

42. Ability to manage risk within a geographical area, relating to staff, people supported and the environment.

Complaints

43. Ability to deal with complaints quickly and effectively.

Networking

44. Ability to develop and maintain a wide range of contacts in other agencies at a comparable level and to utilise these networks effectively.

Liaison with stakeholders

45. Ability to liaise confidently and professionally with a range of stakeholders.

Other

IT

46. Be confident in the use of IT software and hardware.

Charity and Company Law

47. Understanding of the legal frameworks within which Thera works.

Health and Safety

48. Comprehensive knowledge of health and safety legislation and practice.

Insurance

49. Awareness of insurance liability and provision.

Practice

Involvement

50. Ability to establish and maintain appropriate mechanisms for involving people that Thera supports and their families/carers in service planning, development and monitoring.

Benefits and Personal Monies

51. Working knowledge of benefit entitlements relating to people supported.
52. Ability to manage support to enable people to manage their own finances.
53. Understand the role of appointee.
54. Ability to monitor the support given to people to manage their finances.

Quality Assurance

55. Ability to implement, operate and review the quality of services against a defined set of standards and take action as appropriate.

Care and Support; Access to Health Services; Opportunities; Care Management, Planning and Delivery; Family and Friends; Religion and Culture

56. Ability to use skills, knowledge and experience to manage Team Leaders in the delivery of direct care and support to individuals.

Housing Tenancies and Ownership etc

57. Ability to work with a range of housing providers to ensure choice of housing options.

Regulation

58. Ability to manage services within the requirements of Thera's regulating authorities.

Professional Practice and Development

59. Ability to manage own continuous professional development.