



Job Description

Job Title: Operations Manager

Reports to: Head/Deputy Head of Operations

Based at: Oaklea Convent

Date: September 2023

Ref: 1.0/LA

Job Purpose: The post holder will be responsible and accountable for the operational management and delivery of a registered supported living provision for The Sisters of Mercy. They will embrace strong values of hospitality, compassion and respect in all areas of work and within the team. They will surpass quality standards and deliver outstanding care and support to all Sisters within the convent.

Objectives	Typical Tasks
Actively support the vision, mission, ethos and values of the charity	<ul style="list-style-type: none"> ▪ To promote the SJOG values of Hospitality, Compassion & Respect with all aspects of the role. ▪ Work in mutual partnership and respect with the Sisters of Mercy so that their community makes the necessary decisions in how the service is delivered. ▪ Ensure the mission, legacy, ethos and values of the Sisters of Mercy is promoted within all aspects of practice. ▪ To support the development of the service vision and mission and ensure this is in alignment with SJOG's strategic and operational priorities. ▪ Maintain a personal attitude of service acting as a role model for all staff. ▪ Willingly respond to a need within the charity that is in keeping with our values.
Ensure that Sister's right to feel safe and secure in all aspects of their life is upheld at all times.	<ul style="list-style-type: none"> ▪ Promote and sustain a transparent, open culture where everyone is able to raise concerns without fear of reprisal and is secure in the knowledge that these concerns will be addressed promptly. ▪ Be a responsible Lead Safeguarding Officer (Level 4 qualified) so that safeguarding practices go above and beyond current good practice and legislation. ▪ Advise both Sisters' and colleagues on all safeguarding matters and liaise when necessary with the Lead Designated Safeguarding for SJOG and the Local Authority.
Decision making and communication is coordinated effectively and is responsive to matters arising.	<ul style="list-style-type: none"> ▪ Ensure that all aspects of decision making is communicated to the Sisters of Mercy community and encourage their voice in operational design and delivery. ▪ Promote Schedule of Management Controls within the Sisters of Mercy contract and ensure escalation of concerns are immediately reported to operational colleagues.

	<ul style="list-style-type: none"> ▪ Support on quarterly review meetings (QRM's) with operational colleagues and produce reports as and where necessary. ▪ Coordinate all operational communication within all functions (e.g. HR, Property, Maintenance, Care, Housekeeping, Catering), and update SJOG management on a monthly basis. ▪ Ensure monthly team meetings with colleagues take place and update/communicate on matters arising. ▪ Meeting informally with community leaders on a monthly basis to update on performance and progress.
Care and support management procedures	<ul style="list-style-type: none"> ▪ Ensure care needs are monitored regularly so that Sisters receive the best possible care and support. ▪ Work in mutual partnership with Sisters on all areas of their care and empower each Sister to be in control over their decisions and care planning instructions. ▪ Ensure care and risk planning documentation is consistent with changing needs and update as and when necessary. ▪ Ensure the rights of Sisters are promoted in accordance with all legislation and best practice, e.g. Mental Capacity Act etc. ▪ Communicate all care and risk planning to colleagues and monitor care delivery so that consistency is achieved. ▪ Report to community leaders when requested on the wellbeing of Sisters. ▪ Liaise with all relevant professionals so that Sisters receive safe care and treatment. ▪ Ensure safe medication management practices are consistent with current good practice.
Property, Maintenance and Repairs	<ul style="list-style-type: none"> ▪ To manage, coordinate and communicate with the necessary professionals (both internally & externally) on all safe practices. ▪ Maintain a maintenance log report of ongoing and completed works. ▪ Liaise and support the development of fire risk procedures and liaise with fire safety officers as and when necessary. ▪ Maintain compliance records of all certificates so they are in order for inspection purposes. ▪ Work in partnership with the Property Team for commissioning works and ordering of products. ▪ Regularly monitor and audit environmental standards e.g. furniture, décor etc so that it remains appealing and homely.
Manage the safe standards and coordination of all household functions.	<ul style="list-style-type: none"> ▪ Oversee the management of housekeeping duties and ensure high standards of hygiene and infection control. ▪ Ensure a well-balanced diet according to the needs of Sisters. ▪ Manage reception colleagues and ensure safe entrance of visitors, and that all visitors receive a hospitable welcome.
Colleagues are valued and supported robustly so they can enact their duties safely and	<ul style="list-style-type: none"> ▪ Promote robust safer recruitment practices and ensure new colleagues are recruited with the right values and skills. ▪ Ensure colleagues receive a smooth on-boarding and

<p>with good conduct.</p>	<p>induction.</p> <ul style="list-style-type: none"> ▪ Coordinate regular touch-point reviews during induction and ensure probation standards are met within specific time periods. ▪ All colleagues receive monthly one-to-one meetings to discuss their performance and to ensure continuity of support is provided to the Sisters of Mercy community. ▪ Respond to all matters of people management (e.g. Performance, wellbeing, support, training, conduct, disciplinary, grievance) and work alongside SJOG People Team. ▪ Maintain regulatory personnel documentation so this can be reviewed at any time by CQC or SJOG. ▪ Promote health and wellbeing within the team and manage absence management procedures proactively. ▪ Organise, coordinate and monitor learning and development requirements, and ensure these are consistent with SJOG standards. ▪ Complete annual performance reviews with colleagues and support their pathway to continuous professional development. ▪ Coordinate rota management so that colleagues have a well-planned rota.
<p>Ensure that all quality and compliance surpasses national standards and good practice.</p>	<ul style="list-style-type: none"> ▪ Undertake frequent quality assurance checks in all areas of work to assure compliance of the Health & Social Care Act. ▪ Update and monitor quality assurance through SJOG's quality dashboard. ▪ Ensure the central log of complaints, compliments, safeguarding referrals and notifications is maintained according to policy. ▪ Promote a duty of candour within the service culture. ▪ Report on quality assurance and compliance matters as and when necessary. ▪ To maintain the Service Development Plan. ▪ To develop and maintain a business continuity plan.
<p>To manage an agreed budget and report on all financial matters</p>	<ul style="list-style-type: none"> ▪ To work closely with the Finance Team in budget setting and monitoring spend at regular intervals. ▪ To take responsive action on any overspend and report to operational colleagues on any potential overspends. ▪ Any financial spend that is outside of the budget is discussed with the Sisters of Mercy for agreement, and for this to be reported to the Finance Team. ▪ To ensure the safe management processes of handling petty cash systems, and ensure transparent recording of information.
<p>To maintain own standards of professional knowledge and skills.</p>	<ul style="list-style-type: none"> ▪ To keep own mandatory and continuous professional development up to date. ▪ To attend any operational or training meetings as and when necessary. ▪ Identify areas of interest and support the development of own personal development plan.

Person Specification

Essential

- Level 5 Leadership & Management qualification in social and/or health care.
- 5 years' experience at a manager level.
- Experience in Elderly Care
- Values are consistent with those of SJOG and Sisters of Mercy.
- An in depth and up to date knowledge of service provision and the relevant standards care/support needs of relevant groups.
- Experience of maintaining high quality compliance.
- A proven track record in leadership and management and achieving outcomes for people.
- A proven track record of budgetary management.
- Excellent oral and communication & IT skills.
- Able to make sound and difficult decisions.
- Alignment with the mission, vision and values.
- Able to spot potential and develop it.
- Able to work unsocial hours and weekends, as required.

Desirable

- Multi-site management of various functions.
- Demonstrable experience in transforming service delivery.