



**Job Title:** Operations Manager

**Reports to:** Director of Operations

**Location:** Swansea and travel across South Wales (own transport essential)

**Hours:** 35 per week & on-call cover

As **Operations Manager**; you will be the critical link between Goleudy's Executive Leadership Team, frontline staff, and our clients; and at the forefront of delivering our strategic plan.

You will lead a group of projects/teams and oversee all aspects of service delivery including managing staff, workstreams, project activity, premises, contracts, compliance monitoring, and data reporting systems.

Guided by Goleudy's strategic business plan, you will ensure clients receive a high standard of service and your projects attain contractual, finance, compliance, and quality performance targets. Visit [Goleudy.org](http://Goleudy.org) to see more information about the exciting projects we deliver.

## **JOB PURPOSE & KEY RESPONSIBILITIES**

- Ensure staff are signed up to Goleudy's values, engaged in our ethos, motivated to go the extra mile, understand their roles, responsibilities and work priorities.
- Manage rota and operational priorities with effective staff management in line with organisational processes, policies and procedures; and deal with complex staff matters appropriately.
- Responsible for all aspects of contract management, commissioner/regulator reporting and client satisfaction.
- Ensure all legal, contractual, financial and quality obligations, legislation, public policy and good practice measures are monitored following organisational process.
- Ensure Health & Safety guidelines, fire regulations, safeguarding frameworks, organisational policy and procedures are strictly adhered to.
- Assist Director of Operations in delivery of strategic development through delivery of project plans, data sets, and strategic reports.
- Collaborate with internal and external partnerships.

## **KEY PERFORMANCE INDICATORS**

- Client satisfaction and contract performance ARE in line with expectations, contractual KPI's and regulatory obligations.
- Projects and teams meet all contractual, finance, compliance and quality performance targets, such as:
  - Organisational and contractual KPIs
  - Income and expenditure in line with budget targets
  - The physical environment is safe, clean, well-cared for and welcoming.

- Meet all contract, regulatory, housing management, safeguarding, health and safety, and GDPR obligations.
- Client/staff records are completed to the required standard and data systems are up to date.
- Rota management and decision making meets the operational priorities of the project and utilises staff time to prevent agency spend.
- Staff management decisions and finance approvals adhere to organisational processes, policies, and procedures.
- Monitoring and reporting obligations are completed with accuracy and on time.
- Project plans drive improvement and deliver innovation within agreed time scales.
- Work outputs, project performance and external monitoring inspections ensure no risk to organisation such as non-compliance or contract default.

## KEY CONTACTS

### Internal:

- ELT (CEO, Directors – Operations/Responsible Individual, Finance and HR)
- Project level staff & contractors
- Clients
- Operational Management Team
- Central services managers (Finance, HR)

### External:

- Commissioners (Welsh Government, Local Authority, Health Board)
- Regulators (Rent Smart Wales)
- Partner agencies (Landlord, Health/Social Services, Housing, Welfare, Criminal Justice, Drug/Alcohol Support)
- Policy organisations (Cymorth Cymru)
- National & Regional Networks

## GENERAL

- Ability to participate in the locality on-call rota including evening and weekends.
- Apply the organisational values and management competencies to every aspect of the role at all times.
- Be aware of and adhere to organisational policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other organisational departments.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Attend training courses and complete training modules as required to meet requirements of the post.
- Regularly competency check staff in key result areas.
- Provide effective housing management by expressing clear expectations of licence agreement terms at point of allocation and a procedure for breaches with regards to the management agreement with the landlord.
- Undertake and/or oversee housing management tasks as specified.
- Requirement to be deployed across several projects over the duration of the role, with minimal oversight, and sometimes at short notice depending upon business needs.
- In addition to the duties and responsibilities outlined, you must be prepared to undertake such additional duties that may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.
- Adhere to the organisation's no smoking policy for staff at all its premises

*Due to the nature of the role, it should be noted that this job description is indicative and may be subject to change.*

<b>Person Specification</b>	
<b>All skills, knowledge and requirements are essential unless stated as desirable.</b>	
<b>1</b>	<b>Skills &amp; Abilities</b>
1.1	Standard of behaviour is in line with Goleudy values and ethos as set out in the Code of Conduct, Hallmarks of a Leader and Goleudy Management Competencies.
1.2	Ability to manage staff and rota to ensure operational priorities are met without exception; and lead others on a journey of change/improvement.
1.3	Genuine interest and passion for the work Goleudy does, our approaches, and putting clients first.
1.4	Eagerness to roll up sleeves, lead from the front, deliver targets and take on new challenges at short notice.
1.5	Has the initiative to work with minimal supervision and the foresight to identify organisational risks and appropriate action.
1.6	Ability to be a proficient learner, critical thinker, and evidence-based decision-maker that protects the organisation from unnecessary risk.
1.7	Ability represent and promote a strategic vision to frontline staff and stakeholders.
1.8	Excellent communication skills with the ability to understand and write complex documents and explain complex issues succinctly.
1.9	Excellent planning, prioritising and organisational skills and personal responsibility to deliver agreed outcomes.
1.10	Ability to lead on and contribute towards the development of high quality, robust operational policies and procedures, using knowledge of good practice.
1.11	Confident budget holder across a portfolio, able to make decisions based on clear rationale and evidence.
1.12	Analytical approach to data systems (collection, processing and reporting) and data management including trend analysis
1.13	High level of literacy, numeracy, IT and administration skills. Competent in using IT management systems for client records, staff management, and health & safety.
1.14	Ability to communicate in Welsh is <b>desirable</b> .
<b>2</b>	<b>Knowledge</b>
2.1	Exceptional operational expertise in service delivery in either private commercial, industry, public or third sectors.
2.2	Legislation relating to employment, health and safety and GDPR.
2.3	Legislation relating to housing, homelessness, welfare, mental health, housing management, and safeguarding is <b>desirable</b> .
<b>3</b>	<b>Qualification</b>
3.1	Equivalent QCF level 5 in management or willingness to work towards qualification.

4	<b>Other</b>		
4.1	Ability to fulfil on-call rota obligations including evenings and weekends.	E	
4.2	Car Owner in possession of full driving licence and Business level insurance.	E	
4.3	Smart, professional, business-appropriate appearance at all times.	E	

**Visit [Goleudy.org](http://Goleudy.org) to learn more about our values, ethos, and strategic plan**