



# Goleudy

## Job Description

**Job Title: Operations Manager**

**Reports to: Head of Housing Support**

**Direct Reports: Team Leaders and Front-Line Support Staff**

**Locations: Our head office is in Swansea and our services are located across South West Wales. Opportunities for flexible working will be considered with office locations in Pembrokeshire and Carmarthenshire**

**Hours: 35 per week + On-call**

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### Job Purpose

As an Operations Manager you will be a leader in our organisation, managing Goleudy's services, team leaders and front-line staff. Your focus will be on driving continuous improvement, service excellence, and client satisfaction. With a strong focus on compliance, you will pay close attention to health and safety, and maintaining excellent relationships with our commissioners and regulators.

### Job summary

As one of our two Operations Managers, you will be responsible for the strategic and operational leadership of a portfolio of housing and/or homelessness services. You will work as part of a coherent team of Operations Managers across the business, ensuring that our services are run with consistency, continuity and service excellence.

You will organise and manage your team and service delivery, ensuring our contractual and legal requirements are delivered in full.

You will be responsible for managing commissioner relationships and safeguarding the good reputation of the business.

You will oversee all aspect of contract and regulatory compliance, health and safety pertaining to the role portfolio, placing clients and staff well-being at the heart of the service.

You will have budgetary responsibilities for the services that you oversee. You will also be responsible for managing the projects' data and information management requirements.

## **Project Management Duties**

1. Be responsible for all aspects of service delivery and project management within your portfolio.
2. Assisting the Head of Housing Support and the Senior Operations Manager in strategic development through delivery of project plans, data sets, and strategic reports.
3. Managing rota and/or operational priorities in line with organisational processes, policies, and procedures.
4. Taking ownership of all service reporting requirements, both internally and externally.
5. Overseeing the practices in each service to develop them as Psychologically Informed Environments (PIE).
6. Establishing and maintaining collaborative working relationships both within the organisation and with the organisation's stakeholders and partners.
7. Liaising with the Finance Team to ensure probity and good financial stewardship of the services.
8. Ensuring that the project's data management, and information requirements are fulfilled whilst meeting with any GDPR obligations.
9. Participating in Goleudy's on-call rota including evening and weekends.
10. Taking responsibility for own personal development, seeking out opportunities to learn new skills.
11. Attending training courses and complete training modules as required to meet requirements of the post.
12. Providing effective housing management (where required).

## **Staff Management Duties**

1. Leading from the front to role model Goleudy's values and cultural aspirations.
2. Encouraging and motivating staff to commit to Goleudy's values and ethos.
3. Encouraging and motivating staff to go the extra mile.
4. Providing clear, coherent leadership to the teams, helping staff to understand their roles, responsibilities and work priorities.
5. Ensuring that staff receive structured supervision and appraisals.
6. Where required, dealing with complex staff matters appropriately.
7. Contributing to HR processes alongside leadership team colleagues where required, including conducting and writing investigations, disciplinary and grievance panels and legal compliance.

## **H&S Management Duties**

1. Leading on all matters relating to health & safety for projects under your control, advising, coaching, and supporting team leaders and staff, ensuring a pragmatic approach is taken, with due regard to risk.
2. Promoting a health and safety culture across the organisation.

3. Contributing to organisational Health and Safety compliance and development, alongside other members of the leadership team including policy, training, reporting systems and liaison with authorities and insurers.
4. Ensuring premises are legally compliant with all health and safety legislation.
5. To be the service lead on the health and safety management system and to ensure that the system is utilised to its full potential.
6. Managing emergency procedures (such as fire alarm drills) and organise emergency teams such as fire wardens and first aiders.
7. Monitoring health and safety risks and hazards in the workplace.
8. Undertaking safety inspections in the workplace.
9. Identifying health and safety related training needs, and in liaison with the Executive Director – People and Communities, agreeing a training plan to meet these needs.
10. Offering general health and safety advice to employees and conducting health and safety induction for all staff based at the projects.
11. Diligently recording any incidents accidents or near misses on our health and safety management system.
12. Ensuring health and safety guidelines, fire regulations, organisational policy and procedures are strictly adhered to.

#### **Other Duties**

1. Working collaboratively with the ELT and leadership team colleagues, sharing knowledge and expertise to provide leadership and influence the strategic direction of the organisation whilst maintaining the ethos and values of the Charity.
2. Ensuring that all service contract requirements are met in full and reported to commissioners as required.
3. Ensuring that all service legal obligations are met in full, including All Wales Safeguarding procedures.
4. Ensuring that all regulatory compliance requirements are met in full.
5. Adhering to the organisation's no smoking policy for staff at all its premises.
6. Contributing to formulating and maintaining the policy framework and designing, writing, communicating and implementing procedures.
7. Contributing to initiatives that support Goleudy's LEAN working practices
8. Keeping up to date with all current policies and changes that may affect the organisation and wider sector.
9. Undertaking training as required, whether identified by self or others in the organisation.
10. Deputising for the Head of Housing Support/Senior Operations Manager at a range of forums and meetings as appropriate.

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. Due to the nature of the role, it should be noted that this job description is indicative and may be subject to change depending on circumstances and operational and strategic requirements.

## Person Specification

<b>1</b>	<b>Skills</b>	<b>E / D</b>
1.1	Strong leadership and management skills with the ability to lead from the front and ensure excellent performance	E
1.2	Ability to manage multiple service priorities across a dispersed geographical area	E
1.3	Possess interpersonal skills, including empathy and emotional intelligence and an openness to work with clients from all backgrounds	E
1.4	Ability to lead continuous improvement initiatives	E
1.5	Advanced planning, prioritising and organisational skills and able to take personal responsibility to deliver agreed outcomes	E
1.6	Demonstrates resilience and shows courage whilst maintaining high performance even when under pressure	E
1.7	Ability to contribute to developing high quality, robust policies and procedures, using knowledge of good practice and law	E
1.8	Demonstrable financial management, analytical and problem solving skills	E
1.9	Demonstrates a quality driven approach to tasks, with attention to detail/accuracy/high performance standards	E
1.10	Excellent report writing and presentation skills	E
1.11	Highly developed ability to multi-task high level tasks and projects	E
1.12	Ability to collaborate effectively both across the business and with external stakeholders	E
1.13	Strong IT skills	E
1.14	Ability to communicate in Welsh	D
<b>2</b>	<b>Knowledge and Qualifications</b>	
2.1	Awareness of organisational vision and initiatives as set out in the Goleudy business plan	E
2.2	Sound working knowledge of health & safety, GDPR and employment law	E
2.3	Understanding of legislation and statutory guidance with regards to housing, supported accommodation and support funding	D
2.4	Understanding of All Wales Safeguarding Principles	D
2.5	QCF Level 5 Management & Leadership qualification	D
2.6	Car Owner in possession of full driving licence and Business level insurance.	E
<b>3</b>	<b>Behaviours</b>	
3.1	Possession of a strong work ethic and personal resilience	E
3.2	Commitment to uphold the Goleudy way of doing things to support our culture	E
3.3	Demonstrating behaviours that are entirely consistent with the organisation's values	E
3.4	Being a positive role model for all our colleagues	E
3.5	Willingness to take ownership and responsibility – never walking past a problem	E
3.6	A good team player, ready to offer support and respond to ad hoc requests for help from colleagues	E
3.7	Professional and confident approach when dealing with a wide range of people and stakeholders.	E

