

Gaddum

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Job description: Assistant Head of Operations

Job Title: Assistant Head of Operations

Responsible to: Chief Executive & Gaddum Board

Accountable to: Chief Executive

Reporting to: Head of Operations

Salary: NJC SP35 £37,849

Working hours: 35 hours with flexible working required to suit the needs of the role

Location: Gaddum House & other service delivery sites as appropriate.

Context

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work in five Greater Manchester authorities, Bury, Manchester, Rochdale, Salford and Stockport.

Job Summary

The Assistant Head of Operations post will ensure the Senior Management Team oversees the highest quality services across the organisation's delivery areas. They will be responsible for the operational management of allocated services and report into the Senior Management Team on cross organisational matters in relation to safe and high-quality provision.

Job Purpose

To provide strategic, operational management of allocated Advocacy, Carers and Therapy service areas delivered by Gaddum to populations across Greater Manchester; ensuring high standards and effective systems.

The Assistant Head of Operations will have responsibility for:

- Supporting and deputising for Head of Operations.
- Operational management responsibility for allocated services.
- Leading on recruitment in line with policies and procedures, supported by Head of Operations.

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- Implementing, holding those in leadership positions to account, and thereby ensuring the consistent approach to Health & Safety.
- Ensuring consistent compliance and proactive approaches to monitoring and reporting requirements of the organisation.
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Main Duties and Responsibilities

Strategic operational management

- To support the Senior Management Team in overseeing high performing service functions.
- To report to Head of Operations, reporting on service delivery, quality assurance, risk management and service governance.
- To be responsible for the direct line management and supervision of allocated service leads and coordinators.
- To contribute to business and service development as required by the Senior Management Team.

Finance & HR

- To maintain close monitoring of expenditure in line with planned accounts and support direct reports to understand and work within agreed budgets.
- To maintain an awareness of the current financial constraints and support others to adhere to organisational finance regulations.
- Use monitoring and other information to ensure the organisation works to effective and economic systems that see value for money; Social Return on Investment and other principles.
- Using agreed and appropriate HR processes to support line managers with enquiries.
- Support the implementation of the organisation's one-to-one, appraisal and professional development framework.
- To lead in the recruitment and induction of staff within services alongside colleagues.
- Facilitate the provision of relevant training and development to ensure continuous professional development and high-quality service provision.

Quality Assurance

- To ensure services meet acceptable quality and good practice standards, and adopt solutions focused, project management approaches where these may fall below standard.
- To ensure risk management systems are adhered to across the organisation, working in partnership with the Senior Management Team.
- To manage the organisational response arising from 4Cs (Policy of Comments, Concerns, Complaints or Compliments).

Contract monitoring & compliance

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- To contribute to internal systems for monitoring and audit to meet requirements of commissioners, contracts and internal requirements as set by the Trustee Board's Quality & Governance Subcommittee.
- To attend and represent Gaddum at a Senior Management level at commissioning meetings where required.
- To support Gaddum in maintaining effective working relationships with commissioners and referrers, all associated service providers and other statutory and voluntary sector partners where required.
- To be responsible for interpreting local standards for both national and local programme requirements where required,
- To coordinate the submission of board reports across service areas for Head of Operations as required.

Other duties and responsibilities

- To represent Gaddum at external meetings and events.
- To maintain awareness of local, regional and national issues relevant to the objects and expectations of the Charity.
- To meet regularly with Head of Operations for supervision.
- To organise and attend meetings as required by Head of Operations.
- To undertake additional duties within competence of post holder as required by Head of Operations.
- Flexible approach to working patterns to suit the needs of the role and responsibilities as required.
- Explore possibilities for business development of service areas in collaboration with the Head of Development & Partnerships.

The post-holder will be required to undertake other tasks as reasonably directed by Chief Executive or Head of Operations, which will usually be commensurate with the skills and experience of the post-holder.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that, over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained, without changing the general character of the duties, or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures.