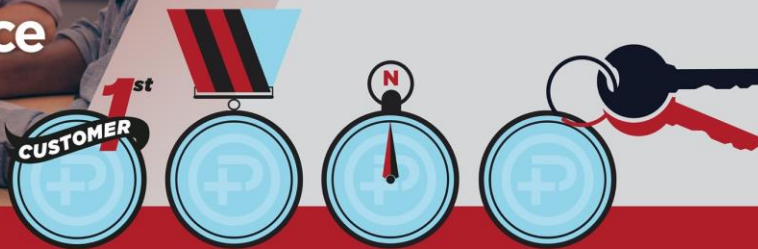




**“Making a direct difference
to the lives of 1 million
people by 2022”**



Job Description

| | |
|------------------|---------------------------------------|
| JOB TITLE | Senior Operations Manager |
| DEPARTMENT | Employability – Restart Home Counties |
| REPORTING TO | Head of Delivery – Home Counties |
| CAREER GROUP | Management |
| DISCLOSURE LEVEL | Basic DBS |

MAIN PURPOSE OF THE ROLE:

The Senior Operations Manager is responsible for supporting the Head of Delivery in the effective performance of the DWP Restart Contract across the region. This includes ensuring that all actions are taken to ensure this contract is delivered within budget and to agreed quality standards.

The Senior Operations Manager will provide mentoring and support to the wider Operational Management team across the region, provide support to the Head of Delivery across a variety of areas and act as deputy to the Head of Delivery where required.

They will have strict adherence to the guidelines in accordance with the programme's requirements and PeoplePlus' policies and procedures and support the Operational teams to do the same.

PeoplePlus requires the full commitment and cooperation of its employees to strictly adhere to company policies and procedures, which includes quality standards, data protection, health and safety, diversity and safeguarding.

KEY RESPONSIBILITIES

People Motivation, Coaching and Development

- Act as mentor and trouble-shooter across the various sites, teams and Operational Managers.
- Utilise data to identify key areas of focus to drive support to be delivered in specific sites.
- Be the go-to person to provide advice on improving performance, managing people, addressing complaints and identifying and mitigating operational risks.
- Observes Colleagues and provides constructive feedback, cascading this process down among the teams to share good practice and drive improvements and efficiencies.
- Identifies skills gaps and training needs.
- Delegates responsibilities and offers coaching to Colleagues.
- Discusses succession planning with Head of Delivery and HR to improve overall skill sets on the programme.

- Provides counselling and support to Colleagues as necessary.
- Cascades information and disseminates company briefings and gains Colleague commitment and ideas through a regular programme of team meetings and forums.
- Works closely with Head of Delivery and HR on employee relation issues, incl. Disciplinary and Grievance management.
- Acts as first line response to any complaints; working with the Head of Delivery and Operational Managers to seek resolutions.

Performance Management and delivery

Senior Operations Managers support their Operational Managers by monitoring all elements of the performance and contract delivery, motivating and supporting Colleagues to perform effectively in their roles.

- Reporting and disseminating analysis of MI to senior management and reports as necessary.
- Proposing and implementing changes to operational processes in conjunction with other Operational Managers, Head of Delivery and the Risk management function to ensure maximal utilisation and productivity of the teams.
- Implements plans and strategies to maximise team's performance where sub performance is identified.
- Presents quarterly presentations to the business and completes monthly reports.
- Shares best practice across the region with Operational Managers on performance management.
- Promotes a high quality and minimal error ethos in the team.

Relationships and Stakeholder Management

Senior Operations Managers develop and maintain professional relationships with internal stakeholders as well as with external organisations and Prime providers.

- Completes set reports for Head of Delivery and Senior Leadership as and when required.
- Prepares and delivers presentations at partner and Prime events.
- Contributes to strategic partnership development with the view of gaining new business and enhancing the productivity of existing relationships.
- Ensures ongoing development of the business and its ability to meet contractual obligations.

Quality and Continuous Improvement


Senior Operations Managers are responsible for the continuous improvement at the team level and contribution of continuous improvement at the organisational level.


- Ensures high quality customer service by timely recording of queries and emails.
- Monitors customer service and resolves escalated complaints.
- Promotes the importance continuous improvement to the team.
- Pre-validates and checks files regularly where necessary.
- Review Risk Log with Head of Delivery and Operational Managers to seek resolution and mitigations.
- Contributes to the company's Evaluation of Service Survey

PERSON SPECIFICATION

| Requirement | Essential | Desirable |
|---|-----------|-----------|
| Education, training and qualifications | ✓ | ✓ |
| A minimum of 2 A-Levels or an equivalent Level 3 Diploma | | ✓ |
| GCSE English Language at a minimum of a Grade B (or equivalent Level 2 qualification). | ✓ | |
| Skills, knowledge and abilities | ✓ | ✓ |
| Proven ability to handle major change and complex projects, while supporting teams to deliver and over achieve business targets | | ✓ |
| Understanding of Publicly funded contracts | | ✓ |
| Strong leadership skills and excellent communication and team building skills | ✓ | |

| | | |
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| High level of computer/technology skills, basic numeracy/spreadsheets/written communication/record keeping skills. | ✓ | |
| A genuine interest in people and willingness to coach others. | ✓ | |
| Willingness and ability to travel throughout the region as required. | ✓ | |
| Ability to use technology to deliver results and welfare/benefits system. | ✓ | |
| Experience | ✓ | ✓ |
| Extensive experience of delivering and coaching performance on contracts within the Welfare to Work sector | ✓ | |
| Demonstrable experience of meeting contractual targets | ✓ | |
| Experience and understanding of the design and implementation of complex operational processes across multiple teams | ✓ | |
| Experience of working on programmes targeting relevant disadvantaged groups in society. | | ✓ |

| DEMONSTRATE THE PEOPLEPLUS TRADEMARKS | | Essentials | Desirable |
|---|--|------------|-----------|
|  | Customer First - Helping our customers improve their lives is our 'why'. | ✓ | |
|  | True North - We always operate with high ethical standards, keeping a sense of our 'True North', even when no-one is watching. We are the best version of ourselves, all the time, in everything we do. | ✓ | |
|  | Own It - We always take personal accountability for everything we do, including any issue we come across, owning it until it is fixed and seeking help when we need it. | ✓ | |
|  | Improve to be the best - We want to be the best at what we do for our clients, customers, service users and learners. That means we have a passion to keep learning and improving. We never accept second best. | ✓ | |
|  | Think big and take risks - Our leaders are always looking for Innovative new ways to delight our clients and customers. They know where they are going and inspire their teams to achieve amazing results. Speed is of the essence and they are prepared to take calculated risks – decisions are reversible and they learn from them. They are very happy to respectfully challenge their peers and once a decision is made they are wholly behind it. | ✓ | |
|  | Take ownership with integrity - Our leaders take ownership and act on behalf of the whole company ensuring their actions have exceptional impact on the business in both the long and short term. They listen, are honest and treat people with respect and measure themselves and their teams against the best in the industry. | ✓ | |
|  | Attract, retain and develop top talent - Our leaders act as coaches and mentors and are always looking to develop their teams, help their colleagues and raise the performance bar with every new hire and promotion they make. They recognise people with exceptional talent and willingly share them across the organisation. | ✓ | |
|  | Simple is Best - Our leaders create a vision for their team and lead by example. They ensure everything they do, and expect from their teams, is simple and not over-complicated. They don't 're-invent the wheel' and share best practice across the | ✓ | |

| | | | |
|---|--|---|--|
| | business. They encourage the exchange of views and the generation of simple, innovative ideas to help us learn and grow | | |
|  | Deliver Results - Our leaders live and breathe the PeoplePlus Vision and Trademarks. They never compromise and ensure their teams fully understand what is expected of them. They have exceptionally high quality standards and are constantly focused on delivering the business objectives in a timely way. | ✓ | |