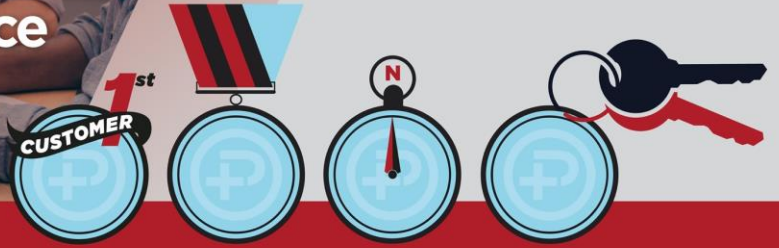




“Making a direct difference
to the lives of 1 million
people by 2022”



Job Description

JOB TITLE	Senior Operations Manager
DEPARTMENT	Restart
REPORTING TO	Head of Delivery
CAREER GROUP	Management
DISCLOSURE LEVEL	Enhanced DBS

MAIN PURPOSE OF THE ROLE:

As the Senior Operations Manager (SOM) you will be directly responsible for the effective performance of a designated office within the Restart Contract. This includes ensuring that all actions are taken to ensure the contract is delivered within budget and to agreed quality standards.

Through remote, direct, and indirect management, the SOM will ensure adequate workflow issues are addressed and milestones necessary for the participants journey (s) are achieved.

The SOM is ultimately accountable for the services in their area and responsible for their teams' strict adherence to the guidelines in accordance with the programme's requirements and PeoplePlus policies and procedures.

KEY RESPONSIBILITIES

People Motivation, Coaching and Development

As Senior Operations Manager you will ensure the smooth running and productive dynamics of your team by acting as a lynchpin between all key individuals and teams behind/within the participants journey to Employment, Education or Training.

- Supports and coaches Business Managers, including Senior Business Managers in conducting formal Employee Relations meetings i.e., Absence Hearings, Grievance & Disciplinary.
- Through the scheduling of resources ensures consistent coverage of each and every participant meeting their needs for advice and guidance, employment training and employer engagement.

- Ensures that periodic performance management meetings occur, are properly documented with clear lines of accountability and that these set stretching but achievable targets, actions set are followed through and result in developing a highly engaged, motivated team that are proud to work for the Company.
- Identify skills gaps and training needs and works collaboratively with L&D to ensure gaps and needs are fulfilled as required.
- Conducts bi-annual reviews and performance development reviews.
- Delegates responsibilities and offers coaching to Colleagues.
- Ensures succession plans are developed with HR to reduce risk of resource concerns.
- Collaborates with internal and external training providers to provide sufficient training and development to colleagues across the team with the main focus on identified High Potentials.
- Provide coaching and guidance to all colleagues as appropriate.
- Cascade information and disseminate company briefings to gain colleague engagement in order to generate ideas through a regular programme of team meetings and 1-2-1's.
- Manages attendance levels and ensures return to work interviews are conducted, formal sickness reviews are carried out and an accurate maintenance of sickness records.
- Monitors Bradford Factor Scores and holds Business Managers to account for holding formal meetings in line with the Attendance & Timekeeping Policy.
- Supports the delivery of the PeoplePlus assessment process.

Performance Management and delivery

Senior Operations manage their teams by monitoring all elements of the performance and contract delivery, motivating, ensuring and supporting colleagues to perform effectively in their roles in supporting participants into and sustaining in employment.

- Sets and completes daily, weekly, and monthly checks of all KPIs, monitoring and analysing trends and best practice.
- Provide feedback on all analysis, suggesting improvements / solutions to any identified concerns and ensuring implementation.
- Reporting and disseminating analysis of MI to senior management and provide reports as necessary.
- Implements plans and strategies to maximise team's performance.
- Reviews vacancies and caseload conferencing.
- Ensure regular performance reviews are conducted and any actions / concerns formalised as appropriate.
- Presents monthly and quarterly performance data to the business and completes all monthly reports.
- Shares best practice with other 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 employers and wider Employer organisations.

- Manages a regular formal programme of interaction with site specific staffing to ensure their needs are met by the teams within the remit of this role.
- Completes set reports for Funding organisations as and when required.
- Prepares and delivers presentations at partner and employer events.
- Monitors and delivers against strategic employer engagements plans.
- Attends employer and training provider visits with Business Managers, Advisers and Trainers to ensure quality and where necessary to participate in the management of strategic relationships.
- Identifies strategic partner and employer requirements and takes ownership of the planning process.
- Contributes to strategic partnership development with the view of gaining new business and enhancing the productivity of existing relationships.
- Reviews partnership performance and contractual milestones.
- Ensures ongoing development of the business and its ability to meet contractual obligations.

Finance and Facilities

Operations Managers are responsible for the management of financial resources and facilities within their remit.


- Ensures all income-generating events are tracked to ensure income is secured at the earliest possible opportunity.
- Completes accurate KPI forecasting monthly.
- Monitors and manages expenditure, budgets, and forecasting.
- Liaises with management accounting functions regularly to review performance outcomes and expenditure.
- Authorises requests for financial process payments.
- Uses MI data to review/forecast Participant costs.
- Conduct health & safety and risk assessments regularly.
- Reports any issues in relation to the problems with equipment's, facilities, and property maintenance.









Quality and Continuous Improvement

Senior Operations Managers are responsible for the continuous improvement at the team level and 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 rejections with Risk Management team and Co-Members.
- Contributes to the company's Evaluation of Service Survey.

PERSON SPECIFICATION		
Requirement	Essential	Desirable
Education, training and qualifications	✓	
ILM L3 management or above		✓
Educational attainment of either a degree or equivalent or alternatively A-Level or equivalent attainment plus at least 2 years of high-quality line management experience in a target orientated business environment	✓	
Skills, knowledge and abilities	✓	
Proven ability to handle major change and complex projects, whilst managing teams to deliver and overachieve business targets	✓	
Proven ability in project planning and meeting time, cost, and quality targets	✓	
Meeting contractual targets within financial budgets	✓	
Understanding of partnership commercial structures and performance management techniques	✓	
Ability to motivate and inspire	✓	
Excellent communication and relationship building skills	✓	
Understanding of DWP funded contracts	✓	
Ability to express self clearly through a high level of written and oral communication.	✓	
Extensive data analysis skills with the ability to formulate plans and presentations from insights gained	✓	
Ability to drive performance among teams whilst maintaining engagement and ensuring staff retention	✓	
Excellent communicator with experience in leading and motivating team members	✓	
Proven leadership skills with the ability to mentor and develop people in large and diverse teams	✓	
Visionary with a desire to look for new ways of doing things	✓	
Ability to own a problem through to resolution	✓	
Experience		
Proven track record in the management of large contracts.	✓	
Demonstrable experience of meeting contractual targets and achieving financial budgets	✓	
Experience and understanding of the design and implementation of complex operational processes across multiple teams	✓	
Extensive experience of team management across multiple sites and multiple contracts within the Welfare to Work sector	✓	
Demonstrable data analysis experience including presenting to key internal and external stakeholders and developing and implementing solutions to issues identified	✓	

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.	✓	

Additional Information