



## **Would you like to be the Operations Manager for Community Services?**

Please have a read through the following information and the Job Description and Person Specification. Think about if joining our great team is right for you.

## ABOUT US

Watford Mencap supports over 800 people with learning disabilities and their families in South West Herts. We are affiliated to Royal Mencap but are a self-funding and independent local charity that has provided services and support to local families for the past 70 years.

We currently operate across 11 sites in Hertsmere, Three Rivers and Watford. It's an exciting time of change for the charity, having recently bought a new building to bring together our head office and children's centre along with our plans to develop a range of brand-new short breaks services in this exciting new central hub for the charity in Watford. Over the next 5 years we shall expand and develop this hub into a multipurpose site used by the charity and other local groups.

We are looking to appoint an Operations Manager to support our growth and expansion, this manager will have overall responsibility for the day-to-day management of our Community hub and short breaks, which includes managing a team of project managers who deliver our Advice and Information Service, services offered under the Short Break Local offer, Commissioned Day opportunities for Adults, the Café in the Library and a range of small learning and leisure clubs and activities. We are looking for someone who is wanting to work between 30 and 37.5 hours a week over 4 – 5 days and is part of the senior operations team which includes being one of the on-call and emergency points of contact. You will report into our Head of Operations and work very closely with our other Operations Manager who supports our Support at Home services such as Residential Care and Supported Living.

This role is a balance of managing established projects and the development of new services and short breaks to grow the business with the local authority contracts, personal budgets and direct payments, as well as developing a broader range of low cost clubs and activities. You will need to be comfortable to provide supportive and strong leadership, having the skills to coach, develop and support skilled practitioners who are often new to management roles in their journey to become confident managers.

You will be bidding for new business and looking for new opportunities for the people we support, ensuring that we offer the services and support that the people we support and their families want. You will be responsible for the community hub and short break services, delivering services that support children, young people and adults towards independence, employability and developing new skills as well as ensuring that people enjoy time with their friends, have fun and are actively involved in their local community. This may be through social, leisure or educational activities as well as offering a comprehensive advice service. The post is also responsible for leading on the involvement and the participation of people with learning disabilities at all levels of the organisation.

We offer excellent terms and conditions of employment. Full details of this are included in a separate document.

## OUR VALUES

We are **INCLUSIVE**. People with learning disabilities are at the heart of everything we do.

We are **RESPECTFUL**. We work in a person centred way, whilst listening to the views of all.

We are **WELCOMING**. We are approachable and value all.

We are **PROGRESSIVE**. We promote learning to support everyone to achieve their potential.

We are **CHALLENGING**. Through our work we will push the boundaries for individuals, organisations and society.

## Job Description

### ABOUT THE ROLE

#### Community Operations Manager Operations

Our community hub and the short breaks offered from there are often the first point of call for people accessing the organisation and offer a wide range of opportunities for people to develop skills while having fun. The hub offers a base to access our community as well as offering advice and information to individuals and families. As we move forward, these services will change and develop to meet the changing needs of local people with learning disabilities and their parents and carers in South West Hertfordshire.



Reporting to the Head of Operations you will have overall responsibility for our Community Hub and providing support, direction and leadership for the effective delivery of both our regulated and grant based Community services. These include our Advice and Information Service, services offered under the Short Break Local offer, Commissioned Day opportunities for Adults, the Café in the Library and our Monthly Night Club. You will also oversee the organisations' participation project 'Doing it Together'.

Working with the service Managers, you will be responsible for the day to day operational activities across Watford Mencap's community portfolio. You will also spearhead the development community of services in our new Hub in Watford, maximising the space available. This offers a huge opportunity to increase the number and variety of activities the organisation can deliver.

You will be part of a senior operations team which drives a proactive, responsive and truly exceptional service to people with learning disabilities and their families and leads and inspires a performance related and person-centred focussed culture. The team ensures clarity of direction, effective communication and development of personal and team potential. We adopt a collaborative and supportive approach providing advice and assistance to teams as required. You will need to maintain up to date professional social care knowledge ensuring your projects are compliant with relevant regulation and legislation, including OFSTED, CQC and Advice Quality Mark.



You will be based in our community hub in Watford and will be required to travel in the Watford, Three Rivers and Hertsmere areas for visits and meetings. The job is varied and requires a flexible 'can do' attitude, good IT skills, along with an eye for detail, emotional resilience and being able to juggle a broad and diverse workload are all really important in this role. In return you will find this an extremely rewarding role where you will be making a real difference to peoples' lives on a daily basis.

We are keen to hear from applicants wanting to work between 30 – 37.5 hours a week over 4 or 5 days. You will be working alongside the other Operations Manager and it will involve being on-call or an emergency point of contact to all operational services. The work pattern may

include occasional evenings and weekends for which time would be given in lieu. You will receive support and leadership from the Head of Operations

## **Operations Manager - Community**

### **Key Tasks:**

#### **Service delivery**

- Ensure the Watford Mencap values are reflected in the work of the teams and that all services provided are delivered in line with the Watford Mencap vision and values. Putting people with learning disabilities and their families first at all times, providing a high standard of customer service at all times.
- To lead, develop and deliver a comprehensive range of services to meet the wishes, needs and aspirations of the people we support. Working with people, their families, team members, volunteers and partner organisations to ensure that support is tailored to meet individual needs and wishes.
- Providing services which encourage and support participation in social and leisure opportunities and enabling service users to gain in confidence and independence in a fun and supportive environment.
- Oversee the running of the community hub in conjunction with the Office Manager, ensuring it offers a welcome and inviting space for the community while maximising it's use throughout the year.
- Oversee the Doing it Together Project, recruiting Experts by experience and supporting them to audit services in accordance with the programme plan.
- To ensure that all projects and activities are carried out in a manner which follows best practice and is compliant with all current legislation – including Safeguarding, Health & Safety, Ofsted, CQC and regulatory frameworks whilst managing risks to promote independence. This includes being a Designated lead for Safeguarding Children and Adults.
- Carry out quality audits in all services to ensure they meet the values of Watford Mencap as well as the requirements of all regulators.



#### **Business development**

- To define, implement and develop a community strategy for Watford Mencap, growing services and working with partners to maximise the use of the new community hub
- Work with people, their families, team members, volunteers and partner organisations to identify service development, tendering and procurement opportunities consistent with Watford Mencap's strategic aspirations.
- Oversee service budgets alongside service managers, ensuring services remain within budget, maximising income generation and collection, while minimising waste.
- Work with Fundraising to write tenders and submissions for new contracts, grants etc as they become available.



- To oversee and ensure effective and robust contract management and compliance on all operational contracts, ensuring quality assurance and compliance
- Ensure the service meets high performance objectives, safeguarding and quality standards and deliver outcomes for people with learning disabilities and their families.
- Contribute to the development of strategic and financial plans and keep business plans and other key strategies under review ensuring risk is managed and mitigated against.
- Support the achieving of and accountability for performance targets, communicating relevant business and performance data to the senior management team.
- Monitor and report to the Head of Operations on standards of performance across all services ensuring the development of effective services that remain responsive to changing circumstances and demands.



### Leadership and management

- To play a significant role in the development of Watford Mencap's strategy as a key member of the senior operations management team. Being on-call and a point of emergency contact
- Line manage a team of project Managers who are responsible for delivering community-based services and overseeing recruitment, induction, probation, supervision, appraisals and training for all staff ensuring procedures meet safer staffing guidelines.
- Be part of a rota providing emergency on call support to the on call managers across the whole organisation.
- To provide support to management colleagues to ensure all operational services are effective, responsive, deliver value for money and are compliant with best practice, regulatory and statutory requirements.
- Ensure teams and individuals are supported, developed and managed, to provide high performance targeted services for people with learning disabilities and be accountable for the quality of both individuals and the team's work.



- To support ongoing organisational change and help embed a performance related and person-centred culture across teams ensuring dynamic services and the highest standards of customer care and support.

- To be part of a flexible and responsive management team that ensures clarity of direction, effective communication and development of personal and team potential.

### Your approach

- Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to teams as required. Promoting effective communications, excellence in customer service, and a focus on continuous improvement.
- Providing supportive and strong leadership and management to your team, having the skills to coach, develop and support skilled practitioners who are often new to management roles in their journey to become confident managers.
- Be pro-active in the development of key partnerships, working with stakeholders to ensure the effective co-ordination and delivery of services with other organisations, agencies and partners.
- Act as an ambassador for Watford Mencap, attending and contributing to professional forums, meetings and events

- Self-sufficient in own administration including the production of reports, data and external communications using relevant IT
- Responsible for own performance and personal development, actively seeking opportunities to train, network, project manage whilst keeping up to date with developments in the field
- To adhere to the spirit and requirements of Watford Mencap's equal opportunities and other policies
- To exercise a duty of care with respect to the health and safety of all
- To undertake any other reasonable duties that may be required from time to time

## Safeguarding

The welfare, health and safety of all those who use or visit Watford Mencap is our prime concern. The post holder is responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults for whom they are responsible or with whom they come into contact with. They must adhere to and ensure compliance with WM Safeguarding policies and procedures at all times. If, in the course of carrying out the post, the post holder becomes aware of any actual or potential risks to the safety or welfare they must report any concerns to WM's Designated Safeguarding Lead or to the CEO.

This is a relatively new post and therefore this role profile is not exhaustive and will be subject to periodic review as the role develops.

## Person Specification:

### Operations Manager - Community

	Qualities Required	Essential/ Desirable
Education & qualifications	Relevant degree level education or equivalent experience	Essential
	Evidence of continuous, relevant professional development	Essential
Experience	Track record of effective working at management level within the social care sector, with experience of delivering creative community based services for people with learning disabilities	Essential
	Leadership of care and support teams	Essential
	Having the confidence and experience to lead and manage small teams, stepping in when required to manage at times of need	
	Recent experience of managing compliance ideally with a demonstrable knowledge of social care regulatory frameworks (eg Ofsted, CQC contract compliance) and how to put these into practice	Desirable
	Track record of leading proactive, responsive, holistic, person centred services	Essential
	Track record of professional, supportive and strong leadership that supports organisational or individual improvements	Essential
	Experience of financial & budget management	Essential
	3 years experience of building, leading, motivating and inspiring teams committed to the organisational vision and values	Essential
	Good IT skills (e.g. Word, Excel, PowerPoint – able to produce and analyse data, making appropriate recommendations)	Essential
	Attracting and securing sustainable funding for a range of employment, learning and leisure opportunities.	Essential
	Flexible 'can do' approach and willingness to carry out a variety of tasks	Essential

Knowledge	A strong understanding of current Health & Safety and sector specific legislative and regulatory requirements	Essential
	Knowledge of current and future challenges facing the sector and demonstrable experience of adapting services as a result	Essential
	An understanding of and commitment to the importance of choice, control, rights and empowerment	Essential
Personal Skills	Evidence of a participative approach, actively engaging and involving service users to support service delivery and improvement	Essential
	Ability to adapt quickly to change and demonstrate resilience. Happy to work in an evolving and changing environment. Enjoys problem solving and keen to find solutions.	Essential
	Ability to analyse complex situations to make decisions and implement them	Essential
	Complete and maintain accurate written and financial records and follow policies and procedures	Essential
	Ability to motivate people and generate enthusiasm	Essential
	Builds strong relationships <ul style="list-style-type: none"> <li>• Works collaboratively and is supportive to colleagues</li> <li>• Builds effective and positive external relationships</li> <li>• Is fair minded, inclusive and non-judgemental</li> <li>• Is positive with has a can do approach and willing to get involved</li> </ul>	Essential
	Delivers excellent customer service <ul style="list-style-type: none"> <li>• Is proactive, solution focussed and willing to go the extra mile</li> <li>• Treats people as individuals and tailors their approach wherever possible.</li> <li>• Communicates in a way that is appropriate, timely, clear and accurate</li> <li>• Is able to say no in a positive way</li> <li>• Is reliable</li> </ul>	Essential
	Acts with Integrity <ul style="list-style-type: none"> <li>• Takes responsibility for own actions and mistakes</li> <li>• Is accountable for decisions</li> <li>• Is open, honest and trustworthy</li> </ul>	Essential
	Planning and Organisation <ul style="list-style-type: none"> <li>• Plans and prioritises own work effectively</li> <li>• Meets deadlines and responds in a timely manner to requests/emails</li> <li>• Thinks things through to come up with effective solutions</li> </ul>	Essential
	Progressive <ul style="list-style-type: none"> <li>• Ambitious for the future of Watford Mencap, seeking to deliver a greater range of services to more people within our communities</li> <li>• prepared to take risks to drive improvements and growth</li> <li>• Creative and open to new ideas</li> <li>• Embraces change and respond positively to new opportunities</li> </ul>	Essential
	Leadership <ul style="list-style-type: none"> <li>• Acts as a role model and inspires confidence</li> <li>• Support teams to achieve Watford Mencap's vision and objectives</li> <li>• Acts in the interest of Watford Mencap and "sees the whole picture"</li> <li>• Leads in terms of compliance with regulation, performance management and internal policies/targets</li> </ul>	Essential
	Decision making <ul style="list-style-type: none"> <li>• Makes appropriate and timely decisions that are evidence based</li> <li>• Thinks things through to come up with effective solutions</li> <li>• Able to make difficult decisions even in times of change/challenge</li> <li>• Owns and communicates difficult decisions</li> </ul>	Essential
	Supporting the team <ul style="list-style-type: none"> <li>• Develops, supports and manages people to drive up performance</li> <li>• Takes a robust approach to tackling poor performance</li> <li>• Develops people's strengths and addresses weaknesses</li> <li>• Fosters cross team working and collaboration</li> </ul>	Essential

	• Creates a positive working environment	
	Excellent written and presentation and interpersonal skills appropriate to a wide range of individuals and audiences	Essential
General	Able to work flexibly to meet the needs of individuals, the service and organisation over a combination of evenings, weekends and office hours. Emergency contact and able to take part in an on-call system when required.	Essential
	Full driving licence and own vehicle, able to travel to all WM sites	Essential

## Our Values

To be successful in this role we expect you to share and live our values:

Value	Behaviour
<b>Inclusive</b>	You involve the people we support by listening to them and ensure the services on offer are catering to their needs
	You are able to communicate effectively with people with a learning disability and your colleagues, adapting your approach to the needs of the person at the time.
<b>Respectful</b>	You demonstrate through your actions respect, dignity, diversity, and privacy for people we support.
	You develop and maintain effective working relationships with managers, project staff, partner organisations, suppliers and groups hiring our facilities.
	You work flexibly and can adapt to changes in workload as necessary.
<b>Welcoming</b>	You ensure that you encourage all to make the services welcoming for people who use the services
	Develop and maintain a welcoming atmosphere within our projects for the all stakeholders
	Provide a safe, secure, clean, warm and stimulating environment for the people we support, staff and visitors.
<b>Progressive</b>	Keep your Health & Safety knowledge and skills up to date and share appropriately.
	Able to record information, access and manipulate data stored in IT systems and share information easily and appropriately.
	Be innovative with ideas and passionate about developing the most effective and efficient services we can offer.
	Be able to think creatively and pro-actively to develop facilities as the needs of the services and people change
<b>Challenging</b>	Professionally challenge prejudices that cause barriers for people living with learning disabilities.
	You work with the teams to manage priorities and competing demands of multiple sites within budget restraints