**Competency Based Job Description**

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| **Role:** | | Assistant Operations Manager | |
| **Responsible to:** | | Operations Manager | |
| **Place of work:** | | Across the services of Bolton Cares | |
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| **Job summary – main purpose of the post:** | | | |
| As a key member of Bolton Cares Operational Services you will consult, lead and develop your teams ensuring that high-quality, person centered support is delivered within your service area. Leading your staff teams you will ensure they are fully supported and equipped to do their job. A core element of your job will be getting the best from your teams, ensuring they have the necessary skills and expertise to support the people they care for.  You will work to the standards set internally (by Bolton Cares) and externally (for example, by the Care Quality Commission and Local Authority) and ensure services are well lead, safe, caring, effective and responsive. You will strive to attain outstanding CQC ratings or internal QA reports.  You will be a role model in leading good practice and developing excellence through observational practice and developing a learning culture within your services. | | | |
| **Personal Qualities**  ***Why this matters –*** *It is important that each leader in Bolton Cares is aware of their own values, principles and capabilities and understands how these can affect their judgement and behaviour to ensure appropriate, person centred practice in line with the values of Bolton Cares. Leaders learn from their experiences and organise themselves well in order to perform their role effectively, meet their commitments and strive to provide high quality services whilst maintaining a work/life balance. Determined to succeed, leaders use their knowledge, skills, experience and personal attributes to lead their teams, providing a high quality and professional service at all times.* | | | |
| You will:   * Promote equality and diversity and ensure the service is sensitive to people’s culture, age, gender, religion, race, sexual orientation and disability. * Treat everyone with dignity, sensitivity and respect and demonstrate this through your leadership style. * Demonstrate and set high standards of personal and professional behaviour and create a culture of professionalism within your team. * Be warm, caring, friendly, trustworthy, honest and reliable and promote this behavior within your team. * Promote a culture of openness, learning and accountability. * Develop your own learning, seek new experiences and welcome feedback from others. * Have a ‘can do’ and solution-focused approach to problem solving and service development. | | | |
| **Working with Others**  ***Why this matters –*** *Leaders enjoy developing networks and teams through collaboration, partnership working and common purpose. They listen to others to gain trust and show empathy; they seek to build and maintain successful relationships and achieve goals. Leaders encourage input and contributions from others working in and using services and respect differing perspectives.* | | | |
| You will:   * Identify opportunities where working in collaboration with others within and across networks can bring added benefits to service users. * Seek to create opportunities to bring individuals and groups together to achieve goals * Actively seek the views of others and work within a multidisciplinary setting to achieve the right outcomes for those you support. * Seek opportunities to work in partnership with community groups. * Work in partnership with housing providers. * Work co-operatively with all audit teams and action recommendations. * Ensure carers and families are fully involved in decision making processes. * Create a listening culture and respect the views of others. * Advocate on behalf of the person you are supporting. * Be prepared to professionally challenge others to achieve the right outcomes for people. * Deliver all data to other departments as required. | | | |
| **Creating Our Vision**  ***Why this matters –*** *Leaders need to display a passion for the work they do and demonstrate the company values through their day to day behaviour and actions. They will seek opportunities to involve service users, families, carers and staff in shaping the organisation. Being open and honest in dealings with people demonstrates integrity. Celebrating successes and recognising good practice across the organisation is vital for moral and development. Leaders need to have pride in the work they do and always strive to make improvements, creating a great place to work and behaving in a manner that reflects the values of the organisation. Leaders demonstrate confidence, self-belief, tenacity and integrity in pursuing the company’s vision.* | | | |
| You will:   * Create a great place to work and act as a role model, sharing best practice and behaving in a manner that reflects the values of the organisation. * Ensure that people are treated with compassion, kindness and that their dignity is respected. * Ensure that all team members have a clear understanding of how we do things at Bolton Cares as well as what we do. The values you and staff demonstrate are important in everyday practice. * Feed into developing our values and vision as a leader within the company. | | | |
| **Managing Services**  ***Why this matters –*** *We expect the best of our people and for our people. ASMs will thrive on creating great teams where staff have pride in what they do, value and respect the people they support and are committed to delivering excellent services. Leaders help to create a culture where staff are empowered to make decisions in line with their level of responsibility and are supported to develop their skills and knowledge to offer the best support to people and to get the best from staff teams. Only the highest of standards of conduct will be accepted and poor performance will be dealt with in a timely and robust manner in the best interest of the service users.* | | | |
| You will:   * Work with teams to monitor personal performance and identify actions to improve individual and team performance. * Share knowledge with staff teams to improve effectiveness. * Have a clear sense of purpose and direction through the care planning process in relation to the support needs of each person within your service area. You will oversee or lead the management of complex issues. * Ensure services are delivered within agreed commissioned hours. This will be monitored. * Ensure positive risk management is a key consideration for teams. * Ensure your team follows safeguarding policies to make sure service users are healthy, safe and well. * Use staff resources to maximize the choice and independence of those you support. * Support people’s wishes to move on and manage vacancies within services. * Embrace technology that will help you to manage resources efficiently and promote independence. * Be accountable for all money management within your service area. * Observe and feed back to staff on their approach and support to service users. * Retain a detailed overview of all staff management issues and liaise with HR as necessary. * Act swiftly to remedy poor practice in a timely manner. * Manage your time effectively to ensure all services get the support and oversight they need. * Undertake service wide on call support. * Complete all management reports as required. | | | |
| **Improving Services**  ***Why this matters –*** *Care services are highly regulated. It is vital that people understand the impact this has on what they do and how they do it. We provide care that we would be proud to offer our own families. Leaders ensure the safety of people who use our services and manage risk to promote economic and social independence to enable people to reach the outcomes identified in their support plans. Always striving to be better, leaders create a solution focused culture, work collaboratively with others and improve services through learning and within available resources. Change will be implemented, reviewed and evaluated with lessons learnt informing future developments.* | | | |
| You will:   * Support and inspire others to improve services. * Obtain, listen to and act on feedback from others. * Monitor and review the effectiveness of processes and change them as necessary. * Appraise options, plan and take action. * Use your knowledge and learning to inform organisational development. * Monitor and review the performance of staff teams and hold people to account as necessary, offering constructive feedback on performance. * Enable your teams to gain the appropriate skills to meet the needs of service users within the resources available to deliver high quality, safe and effective services. * Maximize the full suite of IT systems, reports and data available to you to inform decisions and service improvements. * Strive to develop great teams who have a sense of purpose and direction and only want the best for the people they support and their families. * Follow all HR procedures in relation to staff management. * Manage poor performance at source giving timely feedback to staff. * Actively participate in ASM team discussions around best practice and service developments. | | | |
| **Setting Direction**  ***Why this matters –*** *Committed to the highest levels of quality in care and support, leaders and managers in Bolton Cares need to be confident identifying and articulating the need for change both within their service and the whole organisation. Leaders gather information internally and externally to inform direction and decisions relating to service improvements, quality systems and processes and identify development opportunities. Leaders measure and evaluate outcomes of the change within the context of the company strategic plan and values, transferring learning and are accountable for their actions. They will drive for results and maintain a focus on how change is impacting on staff and service users.* | | | |
| You will:   * + Use your knowledge and expertise to shape services, identifying and managing risks appropriately.   + Determine resource requirements, with support, develop an understanding of the operating context and will direct and support staff to ensure high quality service outcomes.   + Set the strategic direction for teams, clearly outlining expectations and agreeing goals.   + Anticipate and constructively address challenges.   + Identify opportunities for change from staff, service users and carers.   + Think creatively and seek opportunities to grow services, maximising the skills of the team.   + Cultivate a ‘can do’ attitude within the team and share learnings across the organisation. | | | |
| **Delivering the Strategy**  ***Why this matters –*** *Leaders of Bolton Cares strive to build a strong and stable business that provides excellent value for money for our customers. They are required to devise their service plans in the context of the organisational strategic plan which will reflect the wider social care agenda and identify risks, positive outcomes and evaluation measures. Leaders place person centred care at the heart of the service and ensure the strategy is embedded into service change, systems and processes. Leaders tell it how it is and are open, honest and fair. They make sure people have the right information to make informed decisions about people’s future and are transparent, adaptable and responsive to change. They develop specialisms that respond to the needs of local people and work with others to support people to remain independent for as long as possible.* | | | |
| You will:   * + Respond quickly and decisively to developments which require a change approach.   + Respond constructively and creatively to challenges.   + Ensure services are delivered to a high standard across your service area.   + Inspire others.   + Identify talented managers of the future, developing specialisms.   + Work collaboratively with others to achieve positive outcomes but be prepared to challenge others when necessary. | | | |
| **General** | | | |
| You will   * Play your part in the team providing on-call cover across the service. * Be flexible and respond and adapt to the ever changing landscape of services as they grow and develop. * Undertake other reasonable duties and responsibilities, in consultation with your line manager, at any location within reasonable daily travel from your main place of work. * Be able to drive and have your own vehicle which is insured for work purposes. | | | |

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| Date prepared / updated: | 28.12.2017 |
| Prepared / updated by: | Jackie Tait, Operations Director |

**Person Specification**

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| **Minimum Essential Requirements** | | **Method of Assessment** |
| **Knowledge** | | |
| 1 | Vision – you must be able to demonstrate how you will bring Bolton Cares vision and values to life in services and through your actions. | Interview |
| 2 | Understanding of housing management as it pertains to the support of vulnerable adults | Application /Interview |
| 3 | A working understanding of equal opportunities and awareness of impact of discrimination on individuals from marginalised groups | Interview |
| 4 | Ability to use Microsoft office suite. | Exercise / Interview |
| **Skills** | | |
| 5 | Personal Qualities –you are able to set clear expectations and effectively manage performance of individuals and teams | Application / Interview |
| 6 | Working with others – demonstrate how you will network and work collaboratively with others to achieve great outcomes for people. | Application /Interview |
| 7 | Improving Services - you will have excellent communication skills and the ability to manage services across multiple sites working in a multi-disciplinary way, engaging other professionals. | Interview/Exercise |
| 8 | Managing Services - Ability to ensure effective management of your service area and to organise, prioritise and monitor your own and others’ workload | Application / Interview |
| Experience | | |
| 9 | Experience in supporting the client group this post relates to. | Application/Interview |
| 10 | Experience of effectively facilitating and managing change across service provsion | Interview |
| 11 | Setting Direction – you will have experience and expertise in managing complex teams and bringing the organisation’s strategy to life at a local service level. | Interview/Exercise |
| 12 | Delivering the Strategy – you can show how you have and will bring elements of a strategic plan to life within services, ensuring that changes are implemented with the full involvement of the staff teams and people we support. | Interview/Exercise |
| 13 | Experience of working to and delivering on contractual targets | Interview/Exercise |
| 14 | Managing Services - budget and resource management experience. | Application/Exercise |
| **Qualifications and Training** | |  |
| 17 | NVQ level 4/5 in care and management or equivalent | Application |
| 18 | Specialist knowledge/qualifications relevant to role | Application |
| 19 | Worked in the care sector for 5 years plus | Application |
| 20 | Full driving license and have a car that you can use for work | Application |

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| **Note to Applicants: Please try to show in your application form how best you meet these requirements** |