

**Age UK Leeds Job Description**

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| **Job Title** | **Operations Director – Quality and Performance** |
| **Accountable to:** | Chief Executive |
| **Location** | The Bradbury Building, Leeds |
| **Hours** | 37 hours |

**Job Purpose**

* In partnership with the Operations Director – *Partnership and Service Development* provide Senior Strategic operational leadership across a range of services delivered by Age UK Leeds
* Strategic lead for operational quality and performance
* As part of the Senior Management Team support the Chief Executive to prepare strategic and operational plans.

**Strategic Leadership – operations and services**

* All services developed and delivered aligned to Age UK Leeds strategic aims, objectives and priorities
* Ensure that service user involvement is key in the development and delivery of all operational services, and is embedded in all practice and development
* Ensure all operational services are delivered as commissioned and to the highest standards
* Provide the operational management team with clear direction, good supervision and performance management
* Proactively manage any staff performance issues using Age UK Leeds policies as required.
* Oversee the recruitment of operational managers and contribute to recruitment of other key operational staff if required
* Develop the Operational Management Team, enabling mutually supportive integrated working, consistent service levels and peer support
* Work with Finance Director and operational managers to agree budgets for services
* Regularly review services to ensure they are managed within budget, are cost effective and deliver value for money.

**Quality and Performance**

* Oversee and lead the development and implementation of organisation-wide quality management processes, procedures
* Ensure that Age UK Leeds complies with Age UK Quality Assurance Standards and as required lead on achieving nationally recognised quality marks e.g. PQASSO, Investors in People, Mindful Employer etc.
* Organisational lead for service user engagement, to ensure that service user involvement is key in the development and delivery of all services, and is embedded in practice and development
* Provide Senior Management oversight of volunteer recruitment, development and engagement
* Respond to any complaints about services as per the Compliments and Complaints Policy and support the Chief Executive in dealing with complaints as required

**Strategic Planning**

* As part of the Senior Management Team work with the Chief Executive and Trustee Board to prepare Strategic and Operational Plans.
* Develop and implement annual Operations plan aligned to the Age UK Leeds, priorities, aims, objectives and overall strategic approach.
* Prepare reports to the Trustee Board to monitor progress towards achieving objectives set in the operational and strategic plans.

**General**

* To support the Age UK Leeds approach to a broad, visible diversity and equality agenda and to ensure that services take account of the needs of the whole community.
* Actively develop and promote a positive culture based on the values of the organisation.
* To work in accordance with health and safety at work practices at all times
* To participate in the Senior managers on-call rota
  + Be an active and effective member of the senior management team, attending and contributing to regular meetings.
* Give informed talks and presentations to a variety of audiences as required.
* Be involved with wider organisation activities
* Occasional evening and weekend working as required

**No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and which are broadly consistent with the job description and status of the post within the organisation**