

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Head of Operations</b>
<b>Responsible to:</b>	<b>Chief Executive</b>
<b>Responsible for:</b>	<b>Service Managers, Operational Team and Volunteers</b>
<b>Location:</b>	<b>Birmingham</b>
<b>Salary:</b>	<b>£32,000 - £35,000 DOE</b>
<b>Hours:</b>	<b>37 per week</b>

### **Job Purpose**

The Head of Operations will be responsible for the delivery of the Charity's operational services, ensuring that they contribute to improving the lives of older people in Birmingham in accordance with the strategic aims of the organisation.

The post-holder will ensure all services meet required financial and quality standards and comply with all contractual requirements.

The post-holder will work with the Chief Executive in identifying new business and service development opportunities as well as developing existing services to maximise the Charity's income.

Integral to the role is working with the Chief Executive to facilitate the integration of systems and services developed from collaborative working with local Age UK's and other voluntary sector organisations, which may lead to more formal structures.

The post-holder will fulfil the role of deputy to the Chief Executive as required.

### **Principal Duties**

1. To advise the Chief Executive and report to the Board of Trustees as required on all aspects of the services provided by the Charity.
2. To work with the Chief Executive and the other members of the Senior Management Team in the implementation of the Board's strategic and business plans that guide the Charity's work.
3. To line-manage other senior staff in the delivery of the Charity's services portfolio.

4. To forge good relationships with partner organisations that will enable the Charity to maximise its support for older people.
5. To deputise for the Chief Executive in their absence as necessary.

## **Key Tasks**

### **1. Strategic Planning & Service Development**

- Contribute to setting the Charity's strategic & business plans, ensuring that senior staff are fully engaged and supported to input into this process.
- To work with the Chief Executive to coordinate the Charity's response to tender opportunities as appropriate.
- To ensure that new business and service development opportunities are constantly sought out in line with the strategic aims of the Charity.
- To ensure that any new service developments, or changes to existing services, are fully assessed to ensure they meet the Charities strategic objectives and that all key risks have been identified.

### **2. Leadership & Management**

- To provide effective leadership, management, supervision and support to managers and senior staff in the areas of service operation.
- To ensure that all service areas develop and have ownership of their own business plans and are clear about agreed targets and outcomes.
- To ensure that senior managers take effective responsibility for day to day service delivery including budget control.
- To support senior staff and managers to contribute to the production of appropriate reports and analysis to ensure performance can be accurately monitored and managed.
- To deputise for the Chief Executive in their absence.

### **3. External Relations and Partnership Working**

- To be an effective ambassador on issues relating to older people at all times.
- To develop and maintain strong working relationships with relevant local and regional organisations, including local authorities, NHS commissioners & providers and voluntary sector partners.
- To ensure that Age UK Birmingham is effectively represented in relevant networks and partnership groups.

#### **4. Policy, Legislation & Quality Standards**

- To support the Chief Executive in ensuring compliance with all relevant legislation & quality standards (such as Health and Safety, Organisational Quality Standard and Information and Advice Quality Programme), enabling staff to be trained to deliver.
- To keep up to date with any legislative changes in the areas of health, care & housing and the potential impact on services delivered.
- To ensure all services have in place robust policies and procedures to safeguard vulnerable adults.
- To ensure services are equitable and accessible to as many older people as possible.
- To ensure systems are in place to accurately monitor information and data to support effective performance management, both for internal and external purposes.

#### **5. Staff & Volunteer Management**

- To ensure the Charity's values and internal policies are relevant, fair and consistently applied and that all staff and volunteers are well supported through their line manager, utilising formal and informal appraisal procedures.
- Foster good communications within the organisation and help to maintain a climate which attracts, retains and motivates high quality staff and volunteers.
- Ensure that the recruitment, management, training and development of staff and volunteers are directed to achieving the objectives of the organisation.

#### **6. Other duties**

- To undertake other such duties in relation to the work of Age UK Birmingham as may be reasonably required from time to time.
- To work to achieve the objectives of Age UK Birmingham's Equality and Diversity Policy, ensuring that in the delivery of advice, services, and support there is no discrimination on grounds of age, colour, disability, ethnic origin, gender, marital status, nationality, race, religious belief or sexual orientation
- To maintain up to date knowledge of Age UK Birmingham's Safeguarding Adults Policy and be alert to any incidents of potential abuse of vulnerable individuals, taking action under the terms of the Policy to report abuse of adults at risk.
- To abide by the Health and Safety guidelines of Age UK Birmingham and share responsibility for own safety and that of colleagues and to fulfil their duties as outlined under Age UK Birmingham's Health and Safety Policy

**Other Information:**

- Age UK Birmingham is a Brand Partner of Age UK, and is a full member of and works within the philosophy and principles of the Age England Association.
- All staff, in their particular roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Birmingham and maintain its values.
- All staff must work within the policies and guidelines adopted by the Organisation
- All staff will participate in the supervision and appraisal systems adopted by the Organisation.