



JOB DESCRIPTION

Operational Manager

Sybil Levin Day Service

Post Title:	Operational Manager	Pay Scale:	£25,014.06 per annum, AUNN Band F
Department:	Sybil Levin Day Service	Hours of Work:	37 hours per week
Responsible to:	Senior Operational Manager	Tenure:	Permanent
Based:	Sybil Levin Day Service	Date of issue:	November 2023

PURPOSE OF THE DEPARTMENT/SERVICE

The Sybil Levin Day Service is a specialist SPECAL-Informed day service supporting people with dementia and their carers using the SPECAL method.

PURPOSE OF THE POST

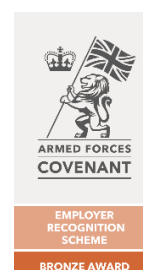
You will lead a team of staff and volunteers providing a day service at the Sybil Levin Centre for people with dementia using the SPECAL method.

You will lead a friendship group for people with Dementia based in Eastwood.

This post requires that you will provide personal care including assisting people to use the toilet as required.

KEY DUTIES & RESPONSIBILITIES

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitudes and behaviours in your work role.



Communication and Customer Service (C&C)

1. To work as part of a team delivering a day service for people with dementia using the SPECAL method at all times.
2. To work as part of a team delivering a friendship group for people with dementia using the SPECAL method at all times.
3. To provide cover at the day service on a Rota basis, as required and in the absence of the service senior support worker and other staff. This will **also** involve opening and locking the building, when necessary.
4. To effectively lead and manage the team ensuring adequate supervision of members of staff and volunteers and effective individual and team performance. To help arrange and attend regular team meetings.
5. To recruit and induct volunteers into the service and to provide ongoing support and mentoring including holding regular volunteer meetings.
6. To respond to unplanned changes in the Rota (eg, sickness) and ensure sufficient numbers of staff are available each day and to be responsible for planning and arranging staff cover during unplanned and planned absence (e.g. annual leave).
7. To support, allocate tasks and provide direction for volunteers whilst at the centre.
8. To be responsible for health and safety at the service and work with the health and safety lead to ensure compliance. To complete the Fire Safety Logbook weekly, including carrying out regular fire drills, and fire alarm and emergency lighting tests.
9. To update daily attendance sheets to ensure they capture any changes for forthcoming days and to work off one live set of sheets per week.
10. To ensure your line manager is kept informed of any significant developments or issues within the team.
11. To provide support and advice to your team concerning any aspects of their role.
12. To deal with employee relations issues in a timely and appropriate manner, in conjunction with your staff, line manager and the HR department.
13. To ensure you and the team uphold the dignity of service attendees at all times whilst providing different elements of a day service including; providing assistance with personal care, assisting people to self-administer medication where appropriate, assisting with meal times, running/delivering activities (in a group and on a one to one basis), as well as escorting service attendees to and from the service on the Charity's mini-bus.
14. To support the team to prepare the day service each day prior to service attendees arrival.

Planning and Organisation (P&O)

1. Manage, organise and prioritise own workload with guidance from your line manager.

Recording & Monitoring (R&M)

1. You will ensure all necessary records are kept in accordance with the requirements of the charity and the two local authorities.

Quality (Q)

1. To abide by policies and procedures to ensure that each person using the service is kept safe and well. Particular attention is drawn to our Safeguarding, Medication, and Personal Care policies.
2. To report anything of concern in a timely manner to your line manager.

Team Work (TW)

1. To have a positive and flexible attitude to your work and to support colleagues to successfully plan and deliver all services at the centre.

Specialist Knowledge (SK)

1. To attend a SPECAL introductory course and ongoing SPECAL training.

Please note that all posts within the charity carry this level of expectation.

Charity Responsibilities - Standard Clauses

Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality, Diversity and Inclusion

- You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.

Name of Employee:

Signature of Employee:

Date:

Name of Supervisor:

Signature of Supervisor:

Date:



Person Specification

Operational Manager

Sybil Levin Day Service

Please indicate on enclosed application form evidence to show why you fulfil each individual point below:

Essential

1. Ability to effectively manage and lead a team (C&C)
2. Ability to deliver a day service and friendship group using SPECAL principles which include the delivery of personal care. (C&C, Q)
3. Excellent communication skills (both verbal and non-verbal), with the confidence and ability to talk to and engage with people on both a one to one and a group basis to ensure a positive experience for them. (C&C, Q)
4. Commitment and ability to support the planning, preparation and delivery of a day service. (C&C, Q, TW)
5. Good organisational and communication skills, with the ability to maintain clear and accurate records as required. (R&M, P&O)
6. To have the ability to work on own initiative, as well as being a supportive team member, reporting back to your line manager, as appropriate. (TW, P&O)
7. The ability to remain calm at all times including in an emergency situation (C&C, Q)
8. Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy (C&C)

Desirable Requirements

1. To have some understanding of the needs of carers. (SK)
2. To have experience of working with and supporting volunteers. (TW)



Summary of Main Conditions of Service Operational Manager Sybil Levin Day Service

Salary:	£25,014.06 per annum, AUNN Band F
Start Date:	ASAP
Hours of Work:	37 hours per week Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00am to 5.00pmp.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.
Holidays:	24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.
Mileage Allowance:	Currently 45p per mile.
Pension:	The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.
Place of Work:	Sybil Levin Centre, 577a Nuthall Road, Cinderhill, Nottingham.