

## Operations Manager – Horizons Bristol

<b>Full-time:</b>	<b>37.5 hours per week</b>
<b>Salary:</b>	<b>£49,158 - £57,508 per annum</b>
<b>Closing Date:</b>	<b>Wednesday 29th April 2025 (Vacancy will close early if we get suitable applicants)</b>
<b>Interview Date:</b>	<b>TBC</b>
<b>Job Reference:</b>	<b>OMHB</b>

### About BDP:

Bristol Drugs Project (BDP) has been supporting the people of Bristol around their drug and alcohol for the past 39 years. We are committed to providing accessible and appropriate support for anyone who needs it and to reduce the harms caused by drugs and/or alcohol. Workers at BDP come from diverse backgrounds and experiences, but all share a drive to make a difference in the lives of the people we work with.

### Our Horizons Service:

Horizons is a brand new partnership that is delivering services to support people affected by drug and alcohol use in Bristol. We have partnered with Turning Point (who are lead provider) and seven other local and national providers: The Nelson Trust, Hawkspring, One 25, Southmead Development Trust, Southmead Project, Wellspring Settlement, and Release. As a partnership we draw on the expertise of all of the organisations involved to create a service that best meets the unique needs of the people we support.

### Accountabilities

- You will be accountable to BDP's Chief Executive Officer but will work closely in partnership with the Senior Operations Manager, and take day to day direction from them.
- Providing overall leadership for service to enable it to achieve its overall vision.
- Overall accountability for staff within service, delivered via Team Leaders/Managers;
- Direct line management of approximately 6-8 direct reports – may include Team Managers, Team Leaders, Clinical Lead, Psychologist etc as required by service;
- Financial accountability up to approximately £3-4million;

## Operations Manager – Horizons Bristol

- Developing the budgets and forecasts for service focusing on achieving or exceeding agreed financial targets;
- Ensuring service spending is in line with procurement and financial policies;
- Overall accountability to ensure service delivers contractual requirements and meets needs of People we Support;
- Supporting with escalated incidents and ensuring incident management processes operate effectively with trends/learning reviewed and shared;
- Overall responsibility for ensuring all steps are taken to ensure the health and safety of staff within my service and People we Support

### **What we are looking for:**

- ·Demonstrable leadership skills and flexible and adaptable leadership style.
- ·In depth understanding and ability to manage the functions of the team I lead from both an operational and performance management perspective.
- ·Excellent communication skills (verbal/written). Ability to adapt to respond to staff, commissioners/partners and people we support.
- ·Demonstrable skills in managing risk in a complex arena.
- ·Ability to remain calm and resilient in high pressure environments.
- ·Commitment to improving the experiences of marginalised people interacting with a service providing support.
- ·Previous experience managing similar service/team.
- ·Management qualification or equivalent.
- ·Personal lived experience of substance use and/or personal connection to those affected by substance use.
- ·From a population currently underrepresented in our services

## Operations Manager – Horizons Bristol

### What we offer:

- 27 days annual leave yearly which increase by 1 day holiday yearly to a maximum of 32 days after 5 of service plus bank holidays
- Comprehensive Employee Assistance Program
- Thorough line management and reflective practice programme
- Extensive and ongoing training
- Cycle to work scheme

### How to apply:

Download the job advert and description by visiting our Application Hub to find our application form and other useful information to support your application - <https://www.bdp.org.uk/get-involved/careers/application-hub/>

Please refer to the person specification available within the job description when completing your application.

### Questions:

If you would like an informal chat about this role, please contact Lydia Plant on 07966 080 402 or [lydia.plant@bdp.org.uk](mailto:lydia.plant@bdp.org.uk)

If you have questions regarding the application process or need some support in completing your application, please email [recruitment@bdp.org.uk](mailto:recruitment@bdp.org.uk) or call 0117 987 6001 and ask for recruitment