

Operations Manager – Horizons Bristol

Accountable to the Chief Executive Officer

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;
- 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;

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- Ensuring compliance and robust governance is in line with internal and external regulatory frameworks and organisational policies/procedures;
- Ensuring contractual and national KPI's and other performance metrics are met or exceeded and that service specifications are delivered within budget;
- Executing business and/or operational priorities through detailed resource planning and quality service delivery;
- Championing and embedding organisational change and transformation to meet evolving business requirements;
- Keeping abreast of external developments in the Health & Social Care sector in order to proactively plan for, and implement changes in service delivery;

Job Expectations

People:

- Effective communication to my teams and partner agencies;
- Undertaking supervision with direct reports every 4-6 weeks to provide support, ensuring development and accountability;
- Engaging team members in the appraisal process, setting personal objectives to be reviewed throughout the appraisal cycle;
- Supporting the personal development of team members including induction planning, probation review management, ensuring mandatory/role based training compliance and developing individual personal development plans;
- Coaching of team members to support their development and engaging in the succession planning for the service leadership team;
- Updating our HR system relating to any absences and authorisation of annual leave;
- Resolving concerns raised by People we Support and partner agencies when informal approaches have been unsuccessful/unsuitable
- Chairing Service Performance Management Meetings to review performance data and identify steps to improve and share good practice;
- Approval of staff expenses and variable pay claims in line with organisational policy;
- Conducting HR processes/investigations as required and chairing formal/informal meetings relevant to grade within and outside team (e.g. grievance, disciplinary, performance improvement);
- Organising and chairing service level meetings (e.g. Managers meetings, Clinical Governance, Complex Case etc);
- Leading on recruitment for teams, including the development of a recruitment strategy where required;
- Ensuring the use of people related data to support the reduction in absence and turnover;
- Lead on the development and implementation of staff engagement plans in response to survey results;

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Processes:

- Support in the production of contract reports as required by commissioner;
- Key contact with commissioners to support in the delivery of contractual requirements;
- Effective communication to key elements across the service to clearly articulate service vision and disseminate key organisational information;
- Supporting the Horizons Senior Operations Manager to collaborate with commercial finance staff to set budgets/forecasts;
- Developing budgets for new business opportunities connected to service;
- Approval of purchase orders in line with agreed service budget;
- Oversight of day-to-day operations for key elements of the service to ensure effective delivery and meeting contractual requirements;
- Resource management decisions to manage workloads;
- Supporting to manage incidents that require escalation including leading de-briefs;
- Reviewing incidents completed by staff and closing/escalating as appropriate;
- Commissioning investigations into deaths and other serious untoward incidents;
- Authoring reports (72 hour, 60 day, Coroners) where there is a high level of complexity or organisational risk;
- Commissioning formal complaint investigations and managing complaint responses in line with customer feedback policy;
- Ensuring Business Continuity Plans are completed for services and tests/walk throughs completed;
- Ensuring all health and safety requirements are being adhered to in all teams;
- Ensuring individual and service audits are being completed in line with audit calendar;
- Acting as CQC Registered Manager where required by role/service;
- Supports discussions with commissioners relating to performance;

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Person Specification

Essential
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.
Desirable
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.