



JOB DESCRIPTION

JOB TITLE: Operational Manager

LOCATION: Malvern, Worcestershire

SALARY: Negotiable

JOB TYPE: 12 month rolling contract

COMPANY OVERVIEW: ARCOS was formed in 1991 with a mission 'to improve life for children and adults who have communication and/or swallowing problems, their families and others involved' and this continues to be our fundamental concern. Many clients have complex life-long disabilities. Our goal is to enable them to benefit from the latest advances in knowledge, understanding, skills and technology.

From its inception, ARCOS has provided four categories of service:

- Therapy: multi-disciplinary therapy for people of all ages
- Training: specialist training for professionals, relatives and other carers
- Information and advice including help online
- Equipment loan/rental

ARCOS core services were extended in 2013 with the establishment of SMILE; a stay and play facility supporting children and young adults who have special or additional needs and their families. SMILE, pump primed by funding received from BBC Children in Need, offers interactive technology and other activities e.g. cooking, dance classes, creative story-telling, messy play and music.

Bobath Therapy, Facial Oral Tract Therapy (F.O.T.T.) based on Bobath principles and concordant treatment approaches are used to treat those with physical, sensory and perceptual impairments caused by neurological conditions such as cerebral palsy, stroke, head injury and brain tumours, autistic spectrum disorders or progressive diseases for example Parkinson's Disease, Motor Neurone Disease and Huntington's Disease.

Based in the West Midlands we have a Resource Training and Therapy Centre and operate a nationwide outreach service. ARCOS is a collaborative organisation working in partnership with other agencies in the independent sector as well as statutory health, education, social and employment services.

ROLE OVERVIEW: The Operational Manager will be responsible for the management of the organisation on a day-to-day basis according to the strategic direction as communicated by the Clinical Services Director and set by the Board of Trustees. The post will be based at the ARCOS Resource Training and Therapy Centre in Great Malvern.

The post holder will support the Clinical Services Director in the following areas:

- Therapy and Training Services
- The SMILE Project
- Administration and Accounts
- Fundraising
- Housekeeping & Maintenance

1.0 PRIMARY DUTIES AND RESPONSIBILITIES

1.1 Leadership:

- Work closely with the Clinical Services Director and Board of Trustees to develop a vision and strategic plan to guide the organisation.
- Identify, assess and inform the Clinical Services Director and Board of Trustees of internal and external issues that affect the organisation.
- Foster effective team work within the organisation.

- In addition to the Clinical Services Director act as a spokesperson for the organisation.
- Conduct official correspondence on behalf of the Clinical Services Director and Board of Trustees.
- Represent the organisation at community activities to enhance the organisation's community profile.

1.2 Operational planning and management:

- Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organisation.
- Oversee the planning, implementation and evaluation of the organisation's activities.
- Ensure that the operation of the organisation meets the expectations of its Management Committee and Funders and that the services provided by the organisation are in line with the mission statement and meet the needs and aspirations of its client group.
- Oversee the efficient and effective day-to-day operation of the organisation.
- Monitor the day-to-day delivery of the services of the organisation to maintain or improve quality.
- Draft policies for approval by the Clinical Services Director and Board of Trustees and prepare procedures for implementation. Review existing policies on an annual basis recommending changes as appropriate.
- Ensure that personnel, client, donor and volunteer files are securely stored and privacy/confidentiality is maintained.
- Provide support to the Board of Trustees by preparing meeting agenda and supporting documentation.

1.3 Human resources planning and management:

- Determine and oversee staffing requirements for organisational management and service delivery.
- Oversee the implementation of human resources policies, procedures and practices including the development of job descriptions for all staff.
- Establish a positive, healthy and safe work environment in accordance with appropriate legislation and regulations.
- Assist the Clinical Services Director with the recruitment of staff with the right technical and personal abilities to help further the organisation's mission.
- Ensure that all staff receive an orientation to the organisation and that appropriate training is provided.
- Implement a performance management process for all staff which includes monitoring performance on an on-going basis and conducting an annual performance review.
- Coach and mentor staff as appropriate to improve performance.

1.4 Financial planning and management:

- Work with Clinical Services Director and Board of Trustees to prepare a comprehensive budget and secure adequate funding for the operation of the organisation to ensure financial probity and stability and the long-term sustainability of the organisation.
- Submit tenders for new and existing contracts to deliver existing or additional services.
- Work with the Fundraiser to develop fundraising plans and proposals to increase the funds of the organisation.
- Participate in fundraising activities as appropriate.
- Approve expenditure within the authority delegated by the Clinical Services Director and Board of Trustees.

- Ensure that sound bookkeeping and accounting procedures as followed.
- Administer the funds of the organisation according to the approved budget and monitor the monthly cash flow of the organisation.
- Provide the Board of Trustees with comprehensive, regular reports on the revenues and expenditure of the organisation.
- Ensure that the organisation complies with all legislation.

1.5 Community relations/advocacy:

- Establish good working relationships and collaborative arrangements with community groups, funders, Local and Health Authority representatives and other organisations to help achieve the aims of the organisation.
- Raise society's awareness of disability and promote the value of individuals within the community.

1.6 Risk Management:

- Identify and evaluate the risks to the organisation's people (clients, staff, management, volunteers), property, finances, goodwill, image and implement measures to control these risks.
- Ensure that the organisation carries appropriate and adequate insurance coverage.
- Ensure that the Board of Trustees and all staff understand the terms, conditions and limitations of the insurance coverage.

1.7 Working conditions:

- The post holder will be based at the ARCOS Therapy Centre in Malvern.
- The Operational Manager will at times work evenings, weekends and overtime hours to accommodate activities such as Board meetings, funding or other reporting deadlines and representation of the organisation at public events.

2.0 CONFIDENTIALITY: All matters relating to patients' health and personal affairs and matters of commercial interest to ARCOS are strictly confidential and under no circumstances is such information to be divulged to any unauthorised person. Disciplinary action, including dismissal, will be taken against any employee contravening this regulation. All staff are expected to respect the requirements under the Data Protection Act 1984, and its subsequent amendments. All employees are required to sign a confidentiality agreement.

3.0 HEALTH AND SAFETY AT WORK: It is the statutory duty of every employee whilst at work to take responsible care for the health and safety of themselves and of any other person who may be affected by their acts and omissions, and to co-operate with ARCOS in ensuring that all statutory and other requirements are complied with. Every employee should be aware of, and understand, their individual responsibility as outlined in the statement of intent of the Health & Safety Policy.

4.0 EQUALITY AND DIVERSITY: ARCOS is committed to eliminating racism, sexism and all forms of discrimination; recognising that discrimination in the workplace, in any form, is unacceptable and in most cases, unlawful. We have therefore adopted an Equal Opportunities Policy, to ensure that all job applicants and employees are treated fairly and without favour or prejudice. We are committed to applying this policy throughout all areas of employment, recruitment and selection, training, development and promotion. In all situations people will be judged solely on merit of ability. It is required that all employees uphold this policy in the course of their employment and whilst undertaking their duties. Any breach of this policy will lead to disciplinary action, which may include dismissal.

PERSON SPECIFICATION – OPERATIONAL MANAGER

Qualifications

- Degree or equivalent in Leadership and Management
- Excellent educational background and professional development record
- Business or finance qualification NVQ 4-5 level or equivalent

Experience

- Previous experience of running a small business
- Human resource management techniques
- Experience of working within strong compliance and regulatory environments
- Experience of working in the health and social care sector with an understanding of the therapy profession and changes to systems influencing them in the UK.
- An understanding of health, education and social systems that are in place, the changes they are experiencing and influences responsible for those changes.
- Experience of working in a charity, not for profit environment

Skills & Abilities

- Ability to implement organisational strategy and deliver against organisational and personal objectives
- Proven ability to build relationships: establish and maintain positive working relationships with others, both internally and externally to achieve the goals of the organisation
- Creativity/Innovation: develop new and unique ways to improve operation of the organisation to create new opportunities
- Foster teamwork: work co-operatively and effectively with others to set goals, resolve problems and make decisions that enhance organisational effectiveness
- Lead: positively influence others to achieve results that are in the best interest of the organisation
- Solve problems: assess problem situations to identify causes, gather and process relevant information, generate possible solutions and make recommendations and/or solve the problem
- Ability to organise: set priorities, develop a work schedule, monitor progress towards goals and track details, data, information and activities
- Communicate effectively: speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- Proficient in the use of computers for word processing, financial management, e-mail, internet, report writing and presentations

Knowledge

- Knowledge of financial management
- Knowledge of project management

Personal Attributes

- Behave Ethically: understand ethical behaviour and business practices and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organisation
- A strong business ethos
- Highly motivated
- Adaptability: demonstrate a willingness to be flexible, versatile and/or tolerant in the changing work environment while maintaining effectiveness and efficiency