

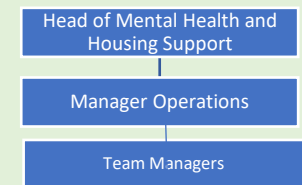
Role Profile – Manager, Operations - MHHS

Oversee Mental Health services, external stakeholder management, performance and service development.

The role will:

- Report to the Head of Mental Health and Housing Support and manage Team and Service Managers
- Act as a subject matter expert in the development and quality assurance of services and contract mobilisation.
- Lead a multi-disciplinary team responsible for delivering high-quality services and ensuring compliance with organisational standards.
- Manage an operational budget of £2m-4m.
- Lead in The Southdown Way – uphold our values and create a psychologically informed environment.

Reporting Lines:



Key result areas:

- Develop high quality services by contributing to service design, ensuring quality bids, and participating in sector events to promote best practice.
- Manage commissioner and partner relationships by submitting high-quality reports, collaborating on service development, and negotiating contracts to align with strategic goals.
- Oversee operational management by monitoring service quality, ensuring compliance with safety and safeguarding protocols, and reviewing key client and staff operational decisions.
- Identify and evaluate opportunities for service improvement, develop and maintain service processes, and embed client involvement to ensure services align with our values and strategic objectives.
- Lead performance management by maintaining efficient data collection systems and monitoring service performance indicators across contracts.
- Display strong leadership by coaching, mentoring, recruiting and supervising frontline managers, and fostering a positive culture within the teams.
- Build and maintain stakeholder relationships and promote services through active representation at external meetings and networking events.
- Oversee financial management by monitoring multiple budgets, contribute to budget setting, and implement remedial plans to ensure financial stability across contracts.
- Promote practice development by supporting safeguarding, client involvement, and identifying areas for improvement, ensuring best practices are upheld and training needs are met.

Measures:

- All designated services meet or exceed contractual performance indicators, including service delivery targets and outcomes.
- All services are delivered in a strengths-based, psychologically informed way that achieves client aspirations and service outcomes, with staff trained and competent in these approaches.
- Strong relationships with stakeholders (e.g., commissioners)
- Effective and timely risk management
- Psychological and physical safety of clients and colleagues

Knowledge of:






- Leadership principles and effective people management strategies to motivate large, dispersed teams.
- Budget management and financial reporting
- Safeguarding practices and risk management
- Analytical skills and organisational processes to navigate complex strategies and implement effective solutions.

Experience in:

- In relationship management with various stakeholders, including commissioners and senior managers in collaborative environments.
- Operational management, particularly in overseeing service delivery and implementing improvement initiatives, is essential.
- Report writing and data analysis is necessary for monitoring performance and making informed decisions.

An Enhanced DBS check will be required for this position.

We are a values-led organisation; they are at the heart of all we do. To bring them to life, we have developed a values-based competency framework. This has three levels. Below, you can find the level and a brief description of each competency required for this L2 Competency role.

Value	Competency and Level	Description
 Force for good We're passionate about making a difference.	Corporate Responsibility Ethical Decision Making Continuous Improvement	Understand Corporate Responsibility principles, develop initiatives and report on their impact. Identify and address ethical issues proactively and promote ethical behaviour within their teams Actively participate in improvement initiatives – identify opportunities to improve and contribute ideas
 Brilliant with people We're inclusive, welcoming, and compassionate.	Emotional Intelligence Communication and Stakeholder Management Customer Focus	Use emotional intelligence to manage emotions and work positively with others Convey information clearly and build positive relationships Understand and address routine customer needs by listening actively and showing willingness to help
 United Together, we can achieve so much more.	Teamwork Inclusivity Shared Vision	Actively contribute to team activities and support collective efforts by communicating effectively Value diverse perspectives, contribute to an equitable team culture and support inclusive practices Understand the organisation's vision and actively support its communication and implementation
 Trustworthy We're knowledgeable & act with integrity	Reliability Transparency Personal Accountability	Consistently deliver on commitments, on time and to a high standard Consistently demonstrate openness, share relevant information and contribute to a culture of trust. Reliably complete tasks, accept responsibility for actions, learn from mistakes and seek feedback
 Responsive We listen, learn and adapt.	Problem Solving Judgment and Decision Making Planning and Organising	Address straightforward issues by applying logical reasoning to find solutions and adapting to change Follow established guidelines and seek guidance for more complex decisions Effectively manage own tasks and responsibilities by prioritising work and using organisational tools

Noted and Agreed: I agree to undertake the role and competency profile as part of my job responsibilities.

Name _____ Signature _____ Date _____