



Operations Manager

Role Summary			
Job Title:	Operations Manager	People Responsibility:	15 (approx.)
Function:	Operations	Full Time	
Geographic Responsibility:		Central Scotland	
Reports to:	Regional Manager/Director Operations	Base Location:	Scotland

Role Purpose

The Operations Manager will be responsible for managing a team of staff engaged in the delivery and management of services on behalf of stakeholders at DMWS. They will provide proactive and flexible day to day support to the team and valuable case management advice ensuring that a high quality of service is delivered with the service user at the core.

They will play a lead role in providing operational support to the to The Head of Region and work closely with the Professional Standards Manager and Grants Manager to ensure a joined up and cohesive working environment.

They will work with the Operations Director and Head of Regions in the location to ensure high quality service delivery and support with sustainability and growth. They will obtain valuable knowledge and expertise of the services delivered within the region and understand the stakeholders working with DMWS, in particular the military, NHS, police and other third sector organisations.

Key Accountabilities

- Provide inspired leadership for the organisation through effective line management.
- Provide up to date accurate data for a variety of reporting purposes.
- Mentor and support new welfare officers and ensure they are confident obtaining referrals and networking in hospitals.
- Provide comprehensive case management reviews to welfare



- Assist with recruitment when necessary.
- Help promote a company culture that encourages top performance continuous improvement, trust and high morale. Provide appropriate and constructive feedback when required.
- Ensure that complaints are dealt with professionally and escalated when required.
- Oversee reporting, planning, and auditing through effective data management.
- Work with the Professional Standards Manager to improve the quality of training and development in the organisation
- Work with the Grants Manager to facilitate funding opportunities.
- Be part of the on call out of hours management rota
- Be prepared to travel and overnight in various locations in GB & NI and on occasion overseas.

Key Capabilities/Knowledge

- Previous experience in a similar operations role – ideally from third sector or commercial operations background, although we will also consider applications from ambitious and motivated individuals with experience from other sectors.
- Line management experience
- Understanding of NHS Scotland and Project management principles.
- Significant attention to detail and the ability to work with quantitative information.
- Demonstrate an interest in the work we do, show resilience, drive and tenacity to succeed and enable the organisation to grow.
- IT literate, proficient in the use of PowerPoint, Excel, and Word and familiarity with developing Database software as part of BI reporting.
- Leadership and budgetary skills.
- Good commercial awareness and problem-solving skills
- Able to understand financial information.
- Able to construct compelling arguments supported by accurate data.
- Able to balance the needs of multiple stakeholders
- Excellent communication skills
- Excellent networking skills
- Ability to manage a dispersed workforce
- Willingness to travel and spend time away from home location if required.
- A current driving licence and access to a vehicle



Defence Medical
Welfare Service
Supporting
the frontline

Experience & Qualifications

1. Degree Level/Post Graduate qualification -Desirable
2. Prince 2 - Desirable
3. Significant experience gained in a complex operational environment – ideally policing, military or NHS.



Employee Benefits

In return you will receive:

1. £32,000 – £36,000 per annum (depending on experience)
2. 30 days leave plus bank holidays
3. Enhanced sick pay
4. Up to 6% matched pension contributions
5. Death in service benefits
6. Great training opportunities

OTHER BENEFITS OF WORKING WITH DMWS

We recognise that without our staff we are nothing, they are the most important asset that we have. We offer employees the following benefits in recognition:-

Death in Service Scheme

Three times your annual salary to nominated beneficiaries

Enhanced Sick Pay

6 weeks full pay, 6 weeks half pay in year 1, increasing to 13 weeks full pay, 13 weeks half pay thereafter

Training/Working at HQ

Our HQ are based in modern facilities in a converted stable block, surrounded by a beautiful estate in Hampshire

Staff Recognition

Staff Recognition Awards are used to highlight great practice and going the extra mile

Flexible Working

All flexible working requests are considered and lots of our staff do work flexible hours or in flexible locations.

Staff Get-Togethers

Staff events are held periodically to encourage networking, support and empathy amongst colleagues

Personal Development Programme

Continuous professional development is encouraged and training opportunities are explored

Qualifications

All Welfare Officers are automatically enrolled onto our accredited Diploma in Welfare Studies (Level 3)

Work-based Parking/Mileage

For those who pay to park at their work-base, fees are reimbursed. Mileage allowance is 45p per mile.

External Supervision

All Welfare Officers are offered external clinical supervision.

Smart Health

Access to a 24/7 virtual GP service, with a counselling service and on-line help and support around health and well-being matter

Annual Leave

We give employees 30 days a year annual leave plus Public Holidays.



Defence Medical
Welfare Service
Supporting
the frontline