Operations Manager

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| **Role Summary** |
| Job Title: | Operations Manager | People Responsibility: | 12 |
| Function: | Operations |  Full Time |
| Geographic Responsibility: |  |
| Reports to: | Director of Services England and Wales | Base Location: | South of England ideally near Andover- travel throughout the region will be required |

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 Director of services and the Director of Development to ensure a joined up and cohesive working environment.

They 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.

**Role Purpose**

* Provide inspired leadership for the organisation through effective line management.
* Mentor and support new welfare officers and ensure they are confident obtaining referrals and networking in hospitals
* Provide comprehensive case management reviews to welfare officers
* Provide high quality reports to stakeholders

**Key Accountabilities**

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| * 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
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| **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
* 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, attention to detail 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
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| **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. |

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| **Employee Benefits** |
| **In return you will receive:**1. £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
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