

JOB SPECIFICATION

(Post Ref: PR134)

Job Title:	Operational Manager
Line Manager:	Head of Operations
Salary Scale:	SCP26 £37,280 to SCP28 £39,152
Location:	Carers Leeds offices, community, hybrid
Hours:	35 hours per week

Purpose of the job: To manage teams, functions and activities at Carers Leeds to provide a high quality service to our users and partners.

Main responsibilities and duties:

- To be responsible for the activities and outcome of teams including resource planning
- To create coherent operational plans for the team in line with the Carers Leeds strategy
- To carry out relevant case work for carers
- To coordinate the evaluation of the services being provided
- To create reports and data for senior managers, Trustees and commissioning bodies
- To develop and implement specific projects in line with the Carers Leeds strategy
- To coordinate core operational activities including carer engagement, evaluation of our services, Learning and Development for carers and case work.
- To manage, lead and inspire team members
- To be responsible for the safety and wellbeing of team members
- To ensure that team members are developed and up to date with the appropriate training
- To support and contribute to the leadership of Carers Leeds as members of the Operational Management Team (OMT)
- To effectively represent Carers Leeds with external events and partnerships

Core Values & Behaviours:

At Carers Leeds we are one team, working together to benefit carers. We have a shared set of values and behaviours which guide everything we do. **Values** are the things we believe are important at Carers Leeds.

Behaviours are what we expect team members, trustees and volunteers to do, to enact our values. These values and behaviours apply to how staff, trustees and volunteers interact with each other and the way we work with carers and external partners.

Our values and behaviours are continually reinforced from induction through one to ones and team meetings.

- **Integrity** – we are honest, fair and speak up
- **Accountability** – we do what we say we will and take responsibility for our actions
- **Inclusion** – we value differences and take action to reduce exclusion
- **Respect** - we value and listen to each other
- **Excellence** - we continually improve through listening, learning and innovation
- **Kindness** - we are friendly, caring, and considerate
- **Empowerment** - we support, trust, and promote empowerment to make a difference

Respect for service user Confidentiality

The jobholder should always respect service user confidentiality and not divulge information unless sanctioned by the requirements of the role

<<This post is subject to a satisfactory DBS check>>

Person Specification

Applicants for this role should use their application form to show that they meet all of the essential criteria outlined in the person specification for the position. If they fail to demonstrate this, or are unable to meet the criteria, it is unlikely they will be shortlisted for an interview for this post.

	Knowledge and Understanding	Essential /Desirable	How identified Application / Interview
1	A clear understanding of the issues affecting carers	E	A/I
2	Knowledge of the legislation and regulations which affect carers	E	A/I
3	Experience of managing functions and activities	E	A/I
4	Experience of managing team members	E	A/I
5	Experience of using quality and other management standards	D	A
6	Project management experience	E	A/I
7	An understanding of safeguarding principles and processes	E	A/I
8	Experience of leading meetings	D	A/I
9	Experience of carrying out case work for carers	D	I
	Skills and Competency		
10	Ability to manage teams and team members	E	I
11	Able to communicate effectively in writing, verbally and online	E	A/I
12	Able to work effectively with a range of IT applications	E	A/I
13	Able to produce effective reports	E	I
14	Ability to lead meetings and events	D	I
	Behaviour and Personal Attributes		
13	Demonstrates the behaviours which align to Leeds Carers values	E	A/I
14	Ability to demonstrate confidentiality and discretion	E	A
15	High levels of emotional intelligence	E	I
16	Methodical and organised	E	A/I
17	Willing and able to support others when needed	E	I
18	Flexible and adaptable	E	I
19	Innovative and able to drive change when needed	E	A/I

If you have any questions regarding the role then please contact Stephen.Taylor@carersleeds.org.uk (Recruiting Manager)