



Operations Manager Job Description

Dorset Advocacy is a person centred, flexible organisation that empowers anyone who wishes to create choices and make changes to what is happening in their lives. Our Advocacy service works in partnership with all commissioners and stakeholders to ensure everyone within Dorset can easily access appropriate services and can exercise influence in their design and delivery for the better.

Main purpose of post: The Operations Manager will be accountable for the quality, impact and safety of all our contracted services. The post holder will be responsible for the management of all Advocacy Managers, and any other relevant senior staff as directed by the Chief Executive Officer (CEO).

Reports to: The Chief Executive Officer, Dorset Advocacy

Place of work: Based at our office in Dorchester, with some homeworking permissible.

Hours: Full-time, 37 hours per week. Exact times of work are negotiable but will, in any case, usually fall within normal office hours.

Salaries and Benefits: £34,000 - £36,000 per year FTE, dependant on qualifications and experience.

Main tasks:

Operational Contract Monitoring & Compliance ensuring effective and efficient service delivery from the Advocate Teams.

1. Ensure contract monitoring and compliance across the range of service provision. This includes writing quarterly reports against each of our contracts and representing Dorset Advocacy at contract monitoring meetings.
2. Oversee the delivery of any spot-purchased work which is delivered out-of-contract
3. Ensure that service user referral and advocate allocation procedures operate efficiently and meet their response time targets.
4. Ensure that all staff work within Dorset Advocacy's Policies and Procedures, using all opportunities to improve the quality of Dorset Advocacy's work.
5. Ensure our continuing compliance with Advocacy Quality Performance Mark (QPM) standards, and lead on our QPM response when it requires renewal.
6. Manage our working relationships with delivery partners; organisations who provide Advocacy on our behalf. Ensure work volumes and service quality are satisfactory and contract-compliant.

People management

7. Ensure all new staff complete the modules for each appropriate work area in line with Dorset Advocacy staff induction plan

8. Provide support, line management, regular supervision, and appraisal to all Senior Advocates and other senior staff as directed by the CEO.
9. Identify and promptly resolve any difficulties experienced by team members.
10. Identify any areas of training or professional development within the advocate cohort

Data management

11. In conjunction with the Business Support Manager, engage with our CRM consultants ensuring that all databases are current, accurate and accessible.
12. Ensure all staff fully record all case activities using the Database.
13. Ensure the systems to capture all project activity are used accurately, using the Dorset Advocacy database, to verify data quality and reconcile different data streams
14. Ensure that outcomes are recorded, evidenced, reported and improved across the organisation.

Development and growth

15. Contribute towards the development and implementation of organisational strategy.
16. Promote all services to the public, patient groups, voluntary organisations, health commissioners and providers and other stakeholders to ensure that services are well-used and well-respected from the outset. Oversee effective implementation of any new service.
17. Develop contacts and networks to help develop best practice and ensure Dorset Advocacy is at the centre of all developments in advocacy.
18. Ensure that all advocates feel valued, supported and encouraged to engage in development activity.
19. Work with the Business Development Manager to identify key areas of Advocacy need, to support funding applications.

Governance

20. Attend Trustee Committee & Board meetings as required.
21. Regularly report quality performance to our Board, against relevant key performance indicators and service level agreements.

Safeguarding, confidentiality, statutory requirements

22. Act as the Safeguarding Lead for the organisation.
23. Ensure that Dorset Advocacy's obligations under Health and Safety, GDPR, Confidentiality and Adult and Child Safeguarding are always upheld.
24. Ensure confidentiality is maintained at all times, including appropriate access by advocacy staff.
25. Keep fully up to date with latest practice and policy requirements to fulfil the role.

Other

26. Undertake any relevant training as agreed.
27. Ensure that all exceptions and emerging risks are reported to the CEO as appropriate (for example, accidents or data breaches)
28. Attend line management meetings and an annual appraisal
29. Uphold the good name of Dorset Advocacy at all times.
30. Deal with any complaints received by Dorset Advocacy in accordance with current policies.
31. Undertake such other tasks as may reasonably be required.
32. Must be willing to identify and undertake Continuing Professional Development in discussion with your line manager.