

tide – Together in Dementia Everyday

Job Description – Head of Operations

Job Title:	Head of Operations
Responsible to:	Chief Executive
Responsible for:	National Carer Involvement Leads, Learning and Development Lead, Finance and Resources Manager
Key relationships:	A member of the Executive Management Team, working closely with the Head of Business and Performance, National Carer Involvement Leads and the Board of Directors;
Contract:	Permanent
Probation period:	Four months
Hours	Full time (35 hours a week) to be worked flexibly in accordance with business policies. This includes some evening and weekend working.
Location:	The Life Story Network CIC Office, 151 Dale Street Liverpool L2 2AH. The post-holder may also need to travel more widely across the region and the UK
Salary:	£35,000 - £45,000 depending on experience
Annual leave	25 working days excluding national Bank Holidays

General context

The Life Story Network is a CIC, offering consultancy and training in relation to the use of life story work and narrative practice to support vulnerable people, as well as broader strategy review and development, particularly in relation to dementia. The LSN hosts tide – together in dementia every day, a national involvement network for carers and former carers of people with dementia. tide is being established as a separate charity, with LSN becoming a wholly owned subsidiary company, and the post-holder will be responsible for operations within both LSN and tide. A core principle of tide is to value, respect and support carers and former carers of people living with dementia. Using lived experience, tide enables a diverse range of carers

to have a powerful collective voice, which raises awareness of their unique needs and rights, ensuring that these influence practice, policy and research at all levels.

Job Summary

The Head of Operations will work closely with the Chief Executive, Chair and Board Members to provide strategic leadership for the development of the LSN and for tide. They will have overall responsibility for all operations within LSN and tide, including office systems and functions, sales, procurement, quality assurance, finance and Human Resources. They will provide line management for the National Carer Involvement Leads, Finance and Resources Manager and the Learning and Development Lead. The post holder will require business and financial acumen to ensure that current and future operations continue on a sustainable and viable basis and can evidence positive outcomes and value for money in the market we are operating in.

Responsibilities and Duties

The post holder will be expected to undertake a broad range of responsibilities and duties including at regional and UK levels. These include:

Inspirational leadership

- Provide dynamic, hands-on leadership to the growing staff teams of people across the UK and within the new tide charity and LSN CIC;
- Deputise for the Chief Executive on a planned basis, in consultation with the Head of Business and Performance;
- Ensure the continuous professional and personal development of all team members, undertaking regular supervision and performance appraisals with them;
- Lead operational meetings, groups and activities to ensure that LSN and tide continue to deliver work in an efficient, timely and safe manner with quality of outcomes remaining a priority;
- Work collaboratively with commissioners and senior operational managers across a range of sectors and organisations in order to strengthen the role and contribution of LSN and tide and create new opportunities for our services and products within a whole-system framework of operation;
- Demonstrate emotional intelligence and resilience, working positively with challenges and change to achieve LSN and tide's ambitions for innovation, quality, value for money and outcome focused approaches to delivering our work;
- Ensure LSN and tide's vision, mission, overall objectives and values are integral to everything we do;

Operational management: high impact, high quality service delivery

- Work closely with the Board of Directors, Chief Executive and staff to develop, implement, maintain and improve robust operational systems and plans for both LSN and tide that ensure the smooth running of both organisations, enabling all team members to be clear about how they contribute to the achievement of LSN and tide's mission and objectives as well as to future business development;
- As a member of the executive management team, contribute to business planning and strategy development for LSN and for tide;
- Oversee events management, ensuring adequate supplies of promotional materials and appropriate contributions of staff and volunteers;
- Establish and maintain systems for co-ordination of volunteers, including carers;
- Develop workforce plans including competency frameworks to meet the operational requirements of LSN and tide as the business expands;
- Ensure that all policies are regularly reviewed and compliant with best practice and legal requirements, reporting to the Board as necessary;
- Develop and manage the internal corporate risk assessment and quality assurance processes, reporting to Board and ensuring that legal and regulatory requirements are fulfilled and embedded into the organization;
- Work closely with the Head of Business and Performance and the Chief Executive to ensure existing work is delivered and new business opportunities are won by demonstrating value for money, quality and timely delivery of all work;
- Act as the designated Safeguarding Lead for LSN and tide, as defined in the Safeguarding and Adult Protection policy;
- Manage and oversee systems for the co-ordination and delivery of training and development programmes, providing information to the Head of Business and Performance for progress reporting to funders, sponsors and commissioners;
- Work with external agencies to ensure that relevant accreditations and quality kite marks are secured and kept up to date;
- Ensure that the organisation meets its statutory obligations with regards to health, safety and the environment;
- With the Head of Business and Performance, monitor and review contracts with internal and external suppliers, including insurance, to ensure best value for LSN and tide.

- Ensure systems are in place to safeguard LSN and tide's intellectual property, confidential data and information in accordance with Data Protection provisions;
- Work with project staff and external contractors to ensure that information from programmes is submitted on time and recorded accurately;
- Provide regular reports to the executive management team and the Board as required.

Resource management

- Work with the Finance and Resources Manager to prepare the draft annual budget for the Chief Executive for discussion and approval by the Board;
- Ensure our portfolio services are delivered to contract specification and within budget;
- Ensure all resources are used effectively, taking advantage wherever possible of the potential for economies of scale and scope;
- Work closely with the Finance & Resources Manager and the company's accountants to ensure timely completion of annual accounts, HMRC payments, VAT returns, Company House and Charity Commission and full compliance with our Standing Financial Instructions;
- Ensure compliance with finance policies and procedures, taking prompt corrective action to address anomalies, inconsistencies or risks;
- Ensures all costs (own and those authorised) are valid, appropriate and cost effective;
- Work with the Head of Business and Performance to provide financial, HR and other operational information required for funding proposals, tenders, grants, sponsorship and commissions, using a full cost recovery model;
- Manage and oversee the regular financial management accounts for the Finance sub-committee and the Board as required.

General Responsibilities

- As an active member of the Executive Management Team, contribute to the corporate development of tide and LSN;
- Participate in internal and external meetings and events, behaving as a role model and promoting and supporting communication channels and relationships that reflect positively on LSN and tide;

- Comply with LSN and tide’s policies and procedures;
- Comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable;
- Participate in regular supervision and appraisals with the Chief Executive;
- Participate in training and take personal responsibility for development in the role;
- Ensure that staff team members complete mandatory training;
- Undertake other tasks, duties or projects which may arise from time to time, which are commensurate with the general level of this post and as directed by your line manager

Person Specification

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
Education/ Qualifications	<ul style="list-style-type: none"> • Degree level or equivalent business qualification, with evidence of relevant continuing professional development or equivalent practical experience in a similar role 	<ul style="list-style-type: none"> • Project management PRINCE2 or equivalent • CIPD • Quality Assurance systems 	Application form
Experience	<ul style="list-style-type: none"> • Senior operational line management experience within the public, private or voluntary sectors • Collaborative working with commissioners and senior operational managers across a range of sectors and organisations • Procurement and contract negotiations • Programme management in a similar or larger 	<ul style="list-style-type: none"> • Organising conferences and events • Working within diverse communities • Experience of coordinating volunteers and ensuring that they are part of the team. • Internal and external 	Application form /interview/ references

	<p>organisation</p> <ul style="list-style-type: none"> • Developing business and resource capacity plans • Developing internal quality assurance and employee performance appraisal systems • Costing bids and proposals • Maintenance of corporate risk management systems • Developing, implementing and ensuring compliance with all HR and organisational policies and processes. 	<p>evaluation of programmes</p>	
<p>Knowledge</p>	<ul style="list-style-type: none"> • Health, social care and housing sectors and how they work • Confidentiality, Data Protection Act and GDPR requirements • Thorough knowledge of charity governance requirements and ability to ensure compliance with statutory and legal obligations • Relevant legislation across the UK, including safeguarding • Understanding of social value and measuring outcomes 	<ul style="list-style-type: none"> • Current Government policies concerning dementia and carers including the impact this has on the devolution agenda • Needs and rights of carers of people with dementia • Understanding of dementia and the emotional and practical challenges that families experience 	<p>Interview / application form</p>

<p>Skills/Abilities</p>	<ul style="list-style-type: none"> • Ability to provide inspirational and empathetic leadership as well as work as a member of a team • Be considerate, sensitive and empathetic towards others. • Good working knowledge of the Internet and IT skills including databases • Excellent interpersonal, communication (written and oral) skills and an ability to develop and maintain positive relationships with a wide range of stakeholders and partners • Working understanding of Microsoft applications in particular Word, Excel & Powerpoint • Highly motivated, enthusiastic, positive and engaging personality • Good presentation skills and ability to adapt when talking to different audiences • Be well organized, able to organise others. 	<ul style="list-style-type: none"> • Good working knowledge of social media especially twitter • Marketing and campaigning skills 	<p>Application form/ Interview / references</p>
<p>Work Related Circumstances</p>	<ul style="list-style-type: none"> • Willing and able to travel and stay away from home overnight • Willing and able to work flexibly if required at events 		

	<ul style="list-style-type: none"> • Must be able to drive, hold a current driving licence and have access to a car. 		
Values	<ul style="list-style-type: none"> • Transparent • Tenacious • Inclusive • Empathetic 		Interview & probation period

OUR VALUES	OUR BEHAVIOURS
Transparent	We will be upfront, open, and honest with ourselves and others. To build trusting relationships, we will share our rationale for making decisions and taking actions even when this may be difficult to do.
Tenacious	We will have the courage and resilience to remain dedicated to our mission and have the humility to consider alternative ways of doing this where this will lead to a greater impact on improving people's lives.
Inclusive	We will always value the diversity of perspectives, experiences, knowledge, skills, cultures and beliefs that people have to share and contribute in the pursuit of our mission. All voices will be welcomed and all contributions recognised.
Empathetic	We will aspire to understand the feelings of everyone we work with so that they feel valued and respected.

Signed: _____

Print Name: _____
(Post Holder)

Signed: _____

Print Name: _____
(Manager)

Date: ___ / ___ / 2019