

Together in Dementia Everyday (tide) & Life Story Network CIC (LSN)

Job Description –tide Operations Manager

Job Title:	Tide Operations Manager
Responsible to:	Chief Executive
Responsible for:	National Carer Involvement Leads – Wales and Northern Ireland Regional Carer Involvement Lead – Yorkshire and Humber Carer Involvement Leads Communications and Marketing Manager Impact Manager
Key relationships:	Working closely with the Chief Executive, Governance Manager, Head of tide Development in Scotland, Learning and Development Manager, the tide Chair and Board of Trustees
Contract:	Fixed term to October 2021 – with potential to extend
Probation period:	Three months
Hours	Full time (35 hours a week) to be worked flexibly in accordance with business policies.
Location:	The post-holder will work remotely, with visits to the tide Head office at 151 Dale Street Liverpool, L2 2AH when required and circumstances allow. They may also need to travel more widely across the region and the UK
Salary:	£35,000 per annum
Annual leave	25 working days excluding national Bank Holidays

General context

Together in dementia every day (tide) achieved charitable status in December 2019. 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. The Life Story Network CIC (LSN) is now the wholly owned subsidiary company of tide charity. LSN offers 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 concerning dementia. The company structure is currently under review.

Job Summary

The tide Operations Manager will be responsible for implementing the Regional Delivery Plans to achieve tide's key outcomes for the National Lottery Fund (NLF) grant and for the day to day management of the team of staff. This will include internal and external evaluation of the programme, dissemination of learning, liaison with external partners and associated campaigning to promote tide and its activities. The postholder will oversee initiatives to ensure that carers are fully involved in the development of tide.

Main duties and responsibilities

1. Implement, monitor and improve the delivery plans for the NLF funded tide programme:

- Ensure that all programme staff understand their role in relation to achieving the key strategic outcomes for the grant
- Develop and manage data collection systems in collaboration with the Impact and Evaluation Manager to measure the impact of tide
- Maintain positive relationships with NLF programme staff, providing regular informal and formal briefings as required
- Provide strategic leadership within England, Wales and Northern Ireland to support programme staff in contributing to policy, practice development and research
- Represent tide on external bodies, involving carer members as appropriate
- Provide regular updates as a member of the Senior Management Team to the Board of Trustees
- In collaboration with the Communication and Marketing Manager, ensure tide's website, marketing and promotional materials are up to date and reflect tide's mission and values
- Implement, monitor and review the Carer Pioneer programme
- Work with the Governance Manager to ensure that policies relating to tide carer members are up to date and fit for purpose as the membership expands
- Provide administrative and advisory support to the UK Tide Advisory Group (TAG)
- In collaboration with the Communications and Marketing Manager, develop a communications and marketing strategy to promote tide, disseminate learning and encourage relationships with external partners

2. Provide line management for the team of staff responsible for delivering the programme:

- Provide regular supervision, advice and guidance for the staff team
- Identify training needs and contribute to tide and LSN’s staff development programme
- With the Head of tide Development in Scotland, ensure the sharing of learning across the four nations

Resource management

- Ensure the NLF budget is managed efficiently and that all resources are used effectively, taking advantage wherever possible of the potential for economies of scale;
- Work with the finance manager to provide regular budget monitoring reports for SMT and the board of Trustees
- Ensure timely completion of progress reports to the NLF
- Work with the Business Development Manager to provide information required for funding proposals, tenders, grants, sponsorship and commissions, using a full cost recovery model;

General Responsibilities

- As an active member of the senior management team, contribute to the corporate development of tide and LSN, including income generation;
- Deputise for the Chief Executive on a planned basis;
- 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, including health and safety policies and guidelines, taking responsibility for your 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 or management 	<ul style="list-style-type: none"> • Diploma in Charity 	Application form

	<p>qualification, with evidence of relevant continuing professional development or equivalent practical experience in a similar role</p>	<p>Management</p> <ul style="list-style-type: none"> • Project management PRINCE2 or equivalent 	
Experience	<ul style="list-style-type: none"> • Substantial experience in management and governance of externally funded programmes • Experience of building and managing good working relationships • Experience of presenting to senior management and executive level committees • Experience of working with volunteers 	<ul style="list-style-type: none"> • Experience of working in a Third Sector organisation • Experience of caring for someone living with dementia 	Application form /interview/ references
Knowledge	<ul style="list-style-type: none"> • Health, Social Care and Third Sector and how they work • Knowledge of the charitable sector in relation to dementia and unpaid carers 	<ul style="list-style-type: none"> • Knowledge of relevant legislation in relation to unpaid carers 	Interview/application form
Skills/Abilities	<ul style="list-style-type: none"> • Strong focus on delivery and achieving strategic outcomes • Ability to analyse issues, including numerical information, present solutions and resolve problems • Excellent verbal and written communication skills • Ability to inspire team members to achieve goals • Interpersonal skills and the ability to work well with people at all levels • Attention to detail, a well-organised approach to work and the ability to work well under pressure • Excellent IT skills to deliver varying presentations across Microsoft office applications 		Application form/ Interview / references

	<ul style="list-style-type: none"> • Leadership and team working skills • Integrity and discretion when handling confidential information 		
Work-Related Circumstances	Ability to drive and car owner		
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.