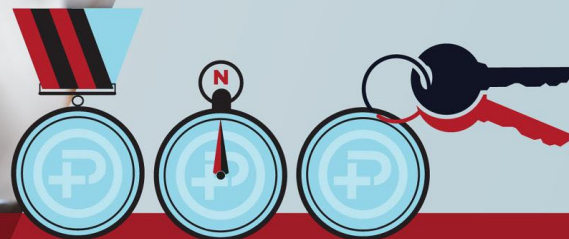




“Making a direct difference  
to the lives of 1 million  
people by 2022”



## Job Description

**JOB TITLE:** Operations Manager

**DEPARTMENT** Employability

**REPORTING TO** Restart Director

**CAREER GROUP** Management

**DISCLOSURE LEVEL** Basic

### MAIN PURPOSE OF THE ROLE:

The DWP Restart programme has been designed to support long-term unemployed people (12 months unemployed and claiming benefits) into work. Our Operations Manager is directly responsible for the effective performance of multiple offices and/or contracts. This includes ensuring that all actions are taken to ensure these contracts are delivered within budget and to agreed quality standards.

Through remote, direct and indirect management, the Operations Manager should ensure adequate workflow issues are addressed and milestones necessary for the participants journey are achieved. An Operations Manager is responsible for the team's and his/her strict adherence to the guidelines in accordance with the programme's requirements and PeoplePlus policies and procedures.

This is not intended to be an exhaustive list and as such you will be expected to carry out any other duties that may be specified by your Line Manager from time to time. This job description is non-contractual.

PeoplePlus requires the full commitment and cooperation of its employees to strictly adhere to company policies and procedures, which includes quality standards, data protection, health and safety, diversity and safeguarding.

### KEY RESPONSIBILITIES

#### People Motivation, Coaching and Development

*Operations Managers ensure the smooth running and productive dynamics of their teams by acting as a lynchpin between all key individuals and teams behind/within the participant's journey to Employment Education or Training.*

- Through the scheduling of resources ensures consistent coverage of each geographical area meeting their needs for advice and guidance, employment training and employer engagement.
- Ensures that periodic performance management meetings occur and are properly documented and that these set stretching but achievable targets following a thorough analysis of performance.
- Observes Co-Members and provides constructive feedback, cascading this process down among the teams that report to this role.
- Identifies skills gaps and training needs
- Conducts reviews and performance development reviews
- Delegates responsibilities and offers coaching to Co-Members
- Contacts training internal and external providers to help with development
- Discusses succession planning with HR to improve overall skill sets on the programme
- Provides counselling and support to Co-Members as necessary
- Cascades information and disseminates company briefings and gains Co-Member commitment and ideas through a regular programme of team meetings
- Manages attendance including return to work interviews, maintenance of leave and sickness records
- Works closely with HR on employee relation issues, incl. Disciplinary and Grievance management

### **Performance Management and delivery**

*Operations Managers manage their teams by monitoring all elements of the sales management process, motivating, ensuring and supporting Co-Members to perform effectively their roles in supporting participants into and sustaining in employment education and training.*

- Completes daily, weekly, and monthly checks of all KPIs, monitoring and analysing trends and best practice
- Reporting and disseminating analysis of MI to senior management and reports as necessary
- Proposing and implementing changes to operational processes in conjunction with other teams and the Risk management function to ensure maximal utilisation and productivity of the teams that report to the role.
- Implements plans and strategies to maximise team's performance
- Reviews vacancies and caseload conferencing
- Uses team meetings to discuss performance reviews
- Presents quarterly presentations to the business and completes monthly reports
- Shares best practice with other Managers on performance management
- Promotes a high quality and minimal error ethos in the team

### **Relationships and Stakeholder Management**

*Operations Managers develop and maintain professional relationship with internal stakeholders as well as with employers and wider Employer organisations.*

- Manages a regular formal programme of interaction with site specific staffing to ensure their needs are met by the teams within the remit of this role
- Completes set reports for Funding organisations as and when required
- Prepares and delivers presentations at partner and employer events
- Monitors and delivers against strategic employer engagements plans
- Attends employer and training provider visits with Business Managers, Advisers and Trainers to ensure quality and where necessary to participate in the management of strategic relationships.
- Identifies strategic partner and employer requirements and takes ownership of the planning process
- Contributes to strategic partnership development with the view of gaining new business and enhancing the productivity of existing relationships.
- Reviews partnership performance and contractual milestones
- Ensures ongoing development of the business and its ability to meet contractual obligations

### **Finance and Facilities**

*Operations Managers are responsible for the management of financial resources and facilities within their remit.*

- Ensures all income-generating events are tracked to ensure income is secured at the earliest possible opportunity.
- Completes accurate KPI forecasting monthly
- Monitors and manages expenditure, budgets, and forecasting
- Liaises with management accounting functions regularly to review performance outcomes and expenditure
- Authorises requests for financial process payments
- Uses MI data to review/forecast Participant costs
- Conduct health & safety and risk assessments regularly
- Reports any issues in relation to the problems with equipment's, facilities, and property maintenance

### **Quality and Continuous Improvement**

*Operations Managers are responsible for the continuous improvement at the team level and contribution of continuous improvement at the organisational level.*





- Ensures high quality customer service by timely recording of queries and emails
- Monitors customer service and resolves escalated complaints
- Promotes the importance continuous improvement to the team
- Pre-validates and checks files regularly where necessary
- Review rejections with Risk Management team and Co-Members
- Contributes to the company's Evaluation of Service Survey





### **Safeguarding**

*Operations Managers will be the Designated Safeguarding Person (DSP) for the services falling within their responsibilities. They will have a delegated responsibility for dealing with, and leading on, safeguarding issues within the business, providing advice and support to Co-Members, and working with a range of other agencies.*

- Have overall responsibility for Safeguarding within their operational area, leading on the implementation of PeoplePlus safeguarding policy and procedure. This responsibility cannot be delegated, although where applicable, support can be provided by a Deputy Safeguarding Person and / or PeoplePlus Safeguarding Lead.
- Ensuring all Co-Members within your operational area have access to and understands PeoplePlus safeguarding policy and procedures and how to report a concern. This includes liaising with PeoplePlus Learning & Development team and Safeguarding Lead to ensure all new starters receive training, that refresher training is delivered to company guidelines and that you, as the DSP are trained to Level 3.
- Advising and responding appropriately on safeguarding disclosures or concerns raised by management or employees directly.
- Run regular safeguarding forums with staff to allow for discussion and sharing of best practice to ensure safeguarding is always at the forefront of our service delivery.
- Reporting of concerns to the relevant investigating agencies (and Head of HR where the allegations relate to the conduct of an employee), ensuring: (i) they have access to the most relevant up to date information; and (ii) relevant detailed and accurate written records are kept and stored securely using PeoplePlus reporting systems.
- Provide regular updates and reports to the Safeguarding Lead to keep them abreast of safeguarding within the operational area.
- Liaising with Safeguarding Lead to refer cases to the Channel programme where a radicalisation concern is identified.
- Attend and contribute effectively to relevant safeguarding or Child/Adults at Risk protection conference, planning and review meetings.
- Build strong relationships with local agencies and support services to ensure that concerns can be address quickly and appropriately.

| Requirement  | Essential | Desirable |
|--|-----------|-----------|
| <b>Education, training and qualifications</b>  | ✓         | ✓         |
| ILM L3 management or above   |           | ✓         |
| Educational attainment of either a degree or equivalent or alternatively A-Level or equivalent attainment plus at least 2 years of high-quality line management experience in a target orientated business environment | ✓         |           |
| <b>Skills, knowledge and abilities</b>   | ✓         | ✓         |
| Proven ability to handle major change and complex projects, whilst managing teams to deliver and overachieve business targets  | ✓         |           |
| Proven ability in project planning and meeting time, cost, and quality targets   | ✓         |           |
| Meeting contractual targets within financial budgets   | ✓         |           |
| Understanding of partnership commercial structures and performance management techniques   | ✓         |           |
| Ability to motivate and inspire  | ✓         |           |
| Excellent communication and relationship building skills   | ✓         |           |
| Understanding of DWP funded contracts  | ✓         |           |
| Ability to express self clearly through a high level of written and oral communication.  | ✓         |           |
| <b>Experience</b>  | ✓         | ✓         |
| Proven track record in the management of large contracts.  | ✓         |           |
| Leadership and management of a team and operation across a multi-site responsibility   | ✓         |           |
| Extensive experience of team management across multiple sites and multiple contracts within the Welfare to Work sector   | ✓         |           |

| DEMONSTRATE THE PEOPLEPLUS TRADEMARKS   |  | Essentials | Desirable |
|---|--|------------|-----------|
|  | <b>True North</b> - We always operate with high ethical standards, keeping a sense of our 'True North', even when no-one is watching. We are the best version of ourselves, all the time, in everything we do.   | ✓          |           |
|  | <b>Own It</b> - We always take personal accountability for everything we do, including any issue we come across, owning it until it is fixed and seeking help when we need it.   | ✓          |           |
|  | <b>Improve to be the best</b> - We want to be the best at what we do for our clients, customers, service users and learners. That means we have a passion to keep learning and improving. We never accept second best.   | ✓          |           |
|  | <b>Think big and take risks</b> - Our leaders are always looking for Innovative new ways to delight our clients and customers. They know where they are going and inspire their teams to achieve amazing results. Speed is of the essence and they are prepared to take calculated risks – decisions are reversible and they learn from them. They are very happy to respectfully challenge their peers and once a decision is made they are wholly behind it. | ✓          |           |

|  |   |   |  |
|--|---|---|--|
|   | <p><b>Take ownership with integrity</b> - Our leaders take ownership and act on behalf of the whole company ensuring their actions have exceptional impact on the business in both the long and short term. They listen, are honest and treat people with respect and measure themselves and their teams against the best in the industry.</p>  | ✓ |  |
|   | <p><b>Attract, retain and develop top talent</b> - Our leaders act as coaches and mentors and are always looking to develop their teams, help their colleagues and raise the performance bar with every new hire and promotion they make. They recognise people with exceptional talent and willingly share them across the organisation.</p>   | ✓ |  |
|   | <p><b>Simple is Best</b> - Our leaders create a vision for their team and lead by example. They ensure everything they do, and expect from their teams, is simple and not over-complicated. They don't 're-invent the wheel' and share best practice across the business. They encourage the exchange of views and the generation of simple, innovative ideas to help us learn and grow</p> | ✓ |  |
|  | <p><b>Deliver Results</b> - Our leaders live and breathe the PeoplePlus Vision and Trademarks. They never compromise and ensure their teams fully understand what is expected of them. They have exceptionally high quality standards and are constantly focused on delivering the business objectives in a timely way.</p>   | ✓ |  |