

Health Operations Manager

Job Level	Level 4	Job Reference No:	JL/SCX15
Directorate	UK Operations	Role review date:	March 2024
Service	Health	Function	Health & Local Crisis Response
		Reports to:	Area/Nation Director

Scale and scope of role

Direct reports	Up to 6	Indirect reports	Up to 50+
Budget responsibility/ accountability	Circa £800,000 - £1.4m	Accountable for other resources	Consumables, equipment and resources

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The Health Operations Manager is responsible for developing and managing a portfolio of operational services, key programmes and projects across the area, in line with the organisation's strategy, directorate and area/nation specific plans.

They will oversee and lead the day-to-day function of all aspects of health services in the area, managing and developing a service delivery team of staff and volunteers. The success of this post will increase care and support to people in need, the quality of our services and financial sustainability.

The Health Operations Manager will ensure their teams are working within HLCR plans and quality standards framework, that service standards are achieved and maintained, including external requirements/regulations where applicable. They will also have a key role in ensuring that British Red Cross is included in development opportunities across the area, working closely with the Business Development Manager (BDM)

Key responsibilities

Deliver the area and directorate plan

- Manage a portfolio of operational services, maintaining quality and performance standards, meeting all contractual obligations, managing and monitoring the financial performance of contracts and grants.
- Work with local and national teams to take forward opportunities for obtaining funding for health and social care integrated programmes within the area/nation.
- Support bid applications in response to tenders and applications, grant funding and other applications as appropriate.
- Work with colleagues to create value propositions, detailed budgets, unit costs or other justifications as part of a complex funding, delivery and evaluation cycle.
- Responsible for budget management and compliance with financial processes within area of responsibility.
- Prepare evidenced case studies for support using the BRC business framework to deliver growth.
- Responsible for the achievement of all health KPIs/targets (commissioned and BRC) within area of responsibility.
- Ensure BRC policies for the development and delivery of services are implemented and are consistent with the UK operations strategy.

Stakeholder management

- Develop and maintain positive relationships with external organisations
- Be the main strategic liaison point for all health delivery activity in the area.
- Operate as the subject matter expert, offering advice to colleagues in terms of delivery and service modelling as appropriate
- To be the main liaison point with the Area/Nation Director and external contract managers

- Work closely with the BDM on the review of service contracts; service level agreements, conditions of service, outcomes and outputs reporting, in the context of securing funds and maintaining growth.

Service development and contracts

- Actively market and publicise the work of the Red Cross to potential commissioners, funders, service user groups, and other decision makers and influencers - delivering presentations where appropriate.
- Implement changes relevant to the delivery of existing services and act on these. Including local external scanning as appropriate to identify changes in the external environment that may influence local income sources.
- Support the application of funding for services where appropriate.
- Manage service contracts, including the authority to sign-off on contracts in line with the British Red Cross governance framework.
- To contribute as required to service development activities at Area and national level.

Quality and performance management

- Oversee the development, monitoring and review of service delivery agreed in the area, working with other internal stakeholders as appropriate.
- Provide first line assurance by ensuring service audit and evidence of adherence to standards (for example British Red Cross quality framework, external standards), recognised good practice, legal and other requirements are embedded in all services.
- Ensure the use of pertinent information to monitor and review service activity to determine effective resource allocation
- Maintain and implement statistical and business information and provide evaluation and operational reports as required and ensure effective liaison with internal reporting teams.
- Overall delivery of external regulatory quality requirements for regulated services in their portfolio.

Regulated services

- Ensure the services comply with all relevant care body regulations, standards and guidelines.
- Keep up to date with changes in relevant care body regulations and adapt policies and procedures accordingly.
- Conduct regular services observations and lead/participate in mock inspections (including peer inspections where required).
- Ensuring the service maintains accurate and up-to-date records of care plans, assessment and service user information.
- Ensure the service collects the appropriate feedback in line with external regulatory requirements.

- Ensuring that documentation across the relevant evidence categories meets relevant care body standards and is accessible for external inspection/submission
- Prepare for and cooperate with regulatory inspections and audits, addressing any findings and recommendations.

Management

- Coordinate and support all health business activity in the area and where directed across the UK.
- Collaborate effectively with Business Development Managers in the identification of growth opportunities and support the bidding process, ensuring compelling propositions are delivered.
- Contribute to, and learn from, the national network of Regulated Managers, providing mutual support and sharing of best practice.
- Work closely with product specialists to ensure our customer propositions are aligned and are compliant with external and BRC regulations, policies and procedures.
- Play an active role in the annual planning process for the Region/Devolved Nation whilst supporting local leadership and management meetings.

Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
Enhanced – Child and Adult workforce
Scotland
Protecting Vulnerable Groups (PVG) – Adult and Child
Northern Ireland
AccessNI – Enhanced Vulnerable Adults and Children

Drivers Check - Required – Yes (dependent on local geography)

Person Specification

Requirements		Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills		S	I	A
Essential				
- Knowledge of relevant legislation, care body regulations and standards; keeping up to date with changes and adapting procedures accordingly - Level 5 Diploma in Leadership & Management in Adult Care, or equivalent - Care body registration (where required according to regulations) - Knowledge and understanding of the roles, functions and purpose of statutory and non-statutory agencies in the health and social care sector - Understanding of how to improve service quality for the benefit of users - Contributing to the development and achievement of operating plans - Preparing, managing and monitoring budgets - Organisational skills; planning, managing and monitoring own and other workloads - Time management skills; responding to and prioritising a range of competing demands - IT literate. Experience of using Microsoft 365 applications including Outlook, Excel, PowerPoint, Word and Teams as well as using online management systems		S S S S S S S S	I I I I I	
Desirable				
- Negotiation skills, particularly demonstrated in the negotiation of Service Level Agreements and Contracts - Working knowledge of legislation relevant to the delivery of BRC services in the health and social care sector - Public speaking and presentation skills		S S	I I	A
Experience		S	I	A
Essential				
- Experience of liaising and service development with NHS, Local Government or relevant statutory authorities, and voluntary agencies to achieve agreed outcomes - Experience of managing staff, volunteers and projects - Ensuring that services meet the requirements of the Health & Social Care Act 2008 and CQC Fundamental Standards - Ensuring that services meet the national minimum standards of care issued by relevant bodies - Ensuring any regulatory activity such as personal care and administering medicines is delivered within regulations - Experience of managing operational health (or health related) based services		S S S S S	I I	
Desirable				

- Experience of working in a voluntary or community organisation and delivering high quality services to people in need - Registered manager experience - Experience of developing support services in response to identified needs - Experience of working in a large matrix organisation - Experience of managing operational health (or health related) based services		I	
Additional requirements			
Essential - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. - The post requires evening and some weekend work, being part of a regular 24-hour duty officer on-call rota and potential emergency response duties at any time throughout the year. - Due to the specific requirements of this role, there is a need to visit various locations, some of which may be remote with no access to public transport, therefore you must have access to a vehicle which you are willing and able to use in conjunction with your duties or be eligible for transportation via the Access to Work Scheme (this may be geography dependent and will be explained at interview)		I	
Values in Action			
Dynamic - We move forward as one team. - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. Compassionate - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. Inclusive - We are open to all. - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. Courageous - We are bold. - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis		I	

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.