

## JOB DESCRIPTION

### Operational Manager

#### MAIN PURPOSE

The Operational manager key responsibility is to support the Service Manager and be accountable for the successful delivery and development of Healthy You, the Cambridgeshire, and Peterborough Integrated Lifestyle Service. Taking responsibility for the relationships, activity, and outcomes for these specified services:

- ✓ Tier 2 Adult Weight Management
- ✓ Tier 3 Adult Weight Management
- ✓ Healthy Schools and National Child Measurement Programme and
- ✓ Falls Prevention Service

The post holder will:

- ✓ Provide a leadership role in managing the Tier 2 Adult weight Management Coordinator, Tier 3 Adult Weight Management Coordinator, Healthy Schools and NCMP (National Child Measurement Programme) Coordinator and Falls Prevention Coordinator
- ✓ To ensure effective and efficient delivery of all service KPIs (KEY PERFORMANCE INDICATORS) in specified services to achieve contractual, operational, and financial targets
- ✓ To improve performance of service wide delivery and secure compliance to policies and procedures.
- ✓ Identify and support the Service Manager to secure best value for money in delivery and continuous improvement in the provision of services
- ✓ Use evidence based best practice and innovation to achieve high quality, excellent patient/client services.

#### SUMMARY OF RESPONSIBILITIES AND DUTIES

The Operational Manager will:

- Deliver against an agreed set of KPIs and to meet internal and external performance management requirements including weekly, monthly, and quarterly reporting targets for a variety of measures.
- Leadership and line management of service coordinators and be responsible for supervision and day to day management
- Support the Service Manager to ensure the service is of high profile and there is strong awareness in relation to the referral pathways to access the Healthy You service
- Ensure the Integrated Lifestyle service provides a consistent, continuum of support, aiding service users with navigation of their pathway / intervention across the Healthy You service

- Support the Service Manager by ensuring delivery of the service remains within protocols, budget and maximises resources available, adding value to the service wherever possible.
- Lead in service development to raise the profile of Lifestyle Services within and across local networks
- Identify and engage with individuals from agreed target groups and communities to facilitate communication regarding promoting their health and wellbeing, and the Lifestyle service.
- Identify the need for, and then support with the recruitment and management of staff accountable for ensuring training and development needs are assessed and appropriate training is provided, and professional registration is maintained through provision of CPD (Continuing Professional Development).
- Liaise with locality specific key partner organisations e.g., community organisations, community centres to promote and embed the Healthy You service.
- Support the service's volunteer engagement strategy and encourage local volunteer health champions and ambassadors for the service.
- Be responsible for ensuring rigorous and regular data inputting to ensure accurate records are maintained in accordance with Everyone Health procedures, to ensure compliance with Information Governance and Data Protection in relation to patient information.
- Monitor data collection practices, conduct regular audits and disseminate outcomes to the wider team, ensuring collective accountability for achievement of all indicators.
- Take an active part in developing own knowledge and skills of others by mentoring, supervision, and review.
- Manage and lead a dynamic and multidisciplinary team within your designated area providing strong and excellent leadership skills, to support, motivate and inspire colleagues to take ownership of service delivery and empower patients / clients to adopt healthier lifestyles.
- Work with the Service Manager, Operational Managers, Coordinators, and other relevant colleagues to achieve continual service improvement and client/patient-centred services in accordance with participant feedback, NICE (National Institute for Clinical Excellence) guidance, national and local recommendations, professional competences and Everyone Health policies and procedures.

## PERSON SPECIFICATION

### 1. SKILLS & ABILITIES

- Strong and demonstrable planning and organisational skills, with the ability to set objectives, prioritise, provide sound judgement and decision-making, often within tight timescales
- High levels of integrity
- Demonstrable experience of interpreting national and regional health priorities and aligning them to corporate agendas and service objectives
- Demonstrably excellent verbal and written communication skills to ensure effective communication with a wide range of individuals including clients, colleagues, external partners, and members of the public including the ability to produce and present clear written reports and guidance, which interpret and effectively communicate/ explain complex issues
- Demonstrably sound management and interpersonal skills with proven ability to work effectively with all levels of colleagues, including effective partnerships with other agencies and service providers

- Proven problem-solving skills and ability to be flexible, and exercise sound judgement and decision-making.
- Numeracy and statistical skills sufficient to analyse/interpret financial and health outcome data and information
- Ability to think creatively, be innovative and realise the opportunities for developing projects
- Ability to use a variety of computer packages including Microsoft Word, Excel, and Power Point confidently and competently. The ability to learn quickly when using national and internal databases
- Ability to work as part of a multidisciplinary team, valuing the contribution of others
- Proven influencing and persuading skills sufficient to persuade others to a different course of action in difficult circumstances to improve the health and services for the local communities
- A desire to play an active part in the successful growth of the business
- Strong commitment to team working, team wellbeing, safety, and development
- Demonstrably skilled in change management and conflict resolution

## 2. KNOWLEDGE

- Knowledge and understanding of the Patient Confidentiality Act and General Data Protection Regulations 2018
- Sound knowledge of challenges to achieving health improvement amongst vulnerable and deprived communities.
- Sound knowledge and understanding of primary and secondary health care and Public Health policy and practice
- Sound knowledge of application of behavioural change theoretical principles, to facilitate, motivate and empower individuals / local communities to make substantive and sustainable behaviour change
- Knowledge of community engagement principles
- Understanding of the significance of evidence-based approaches to healthcare provision.
- Appreciation of the contribution that effective performance management processes can make to service delivery and improvement
- Good understanding and knowledge of the wider determinants of health and the role of the local government and other agencies play in the health and wellbeing agenda

## 3. EXPERIENCE

- Management and project/contract management experience within community healthcare, public health, or community engagement
- Proven ability to lead, manage, motivate, and develop a team of staff delivering a responsive, patient focused professional service.
- Proven ability of successful programme delivery targeting marginalised communities delivering quantifiable outcomes.
- Experience of interpreting national, regional, and local priorities, aligning them to health agendas.
- Proven ability to manage contractual targets and Key Performance Indicators.
- Experience of service data analysis to interpret and report on data outcomes.
- Experience of working with stakeholders and developing strong, successful partnership arrangements
- Ability to undertake and prioritise a diverse and demanding workload, working on own initiative, and working to competing deadlines

- Proven ability of writing reports, procedures, policies, and communications for wide circulation
- Experience of building strong links and relationships with a wide range of groups, organisations, and agencies

#### 4. QUALIFICATIONS

**Essential:** Educated to health-related degree level (or equivalent) or relevant experience/ qualifications in project management

Desirable – master's in public health and/or clinical qualification e.g., Nurse

- Highly motivated self-starter with resilience, determination, and the ability to see jobs through to completion.
- Role incorporates evening / weekend working as standard, with variable levels of travel across Cambridgeshire and Peterborough
- Full UK Driving licence and access to a car for work- with 'business purposes' insurance.
- Evidence of a personal commitment to continuing professional development and to maintaining an up-to-date professional knowledge supporting the development of business within the company.
- This post involves working with vulnerable adults and as such the post holder will be required to apply for a disclosure of criminal records at an enhanced level (DBS (Disclosure and Barring Service)).

#### 5. SAFEGUARDING

Everyone Health Ltd is committed to safeguarding and promoting the welfare of adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.