

Role Profile: Operational Crisis Services Manager

Job Purpose

This exciting Operational Crisis Services Manager role will work with the Head of Operations and the Senior Leadership and Executive teams to ensure that the delivery of Mind BLMK’s current and future services are effectively planned, developed, and implemented. In this role you will be responsible for ensuring the efficiency of service delivery, operations and Mind BLMK’s culture for sustainability and growth alongside executing and monitoring long and short-term plans.

As Operational Crisis Services Manager you will support, develop, and direct a core team of managers and co-ordinators leading on a diverse range of projects and services and ensure that they are meeting the needs of the individual and the wider community. You will need to be confident in monitoring, reporting, and communicating key aspects of deliverables in a wide range of professional settings at a senior level and have strong management, communication, and coaching skills alongside a passion for improving community mental health services and resources.

Post no:	584
Closedown:	5pm on Friday 23 February 2024 (<i>we reserve the right to close this advert early if enough suitable applicants apply</i>)
How to apply:	Download Mind BLMK’s Employment Application form from the website (www.mind-blmk.org.uk) and submit your completed application to recruitment@mind-blmk.org.uk
Start date:	ASAP
Job title:	Operational Crisis Services Manager
Working base:	HQ, Flitwick
Area covered:	Bedfordshire, Luton and Milton Keynes
Reports to:	Head of Operations
Contract type:	Permanent
Salary:	£38,200.00 per annum (plus £1,119.96 per annum for Safeguarding rota)
Contracted hours:	37.0 hours per week
Working days:	Normal working hours per week are 37.0 hours, Monday to Friday. However actual days, start and finish times will be variable and in accordance with the project and service needs. Plus safeguarding evenings on call on a 6-weekly rota.
Working hours:	7.4 hours per day
Flexibility required:	Evenings and/or weekends where needed
Checks needed:	Enhanced DBS and 2 satisfactory references

Job Description

Management and oversight

- Ensure an organisational service structure and resources fit for service delivery; line manage relevant post holders as appropriate.
- Work with Head of Operations and senior operations team to ensure the management of an effective workforce for all areas of operations and service delivery, including recruitment and performance management challenges.
- Identify own and workforce training and development needs and recommend appropriate training activities.
- Recommend and manage changes required in structure and activities to respond to service user needs.
- Develop and maintain a high standard of knowledge and expertise in developing, implementing, and managing services within Mind BLMK.
- Represent Mind BLMK externally as a professional advising Mind BLMK, external organisations and other groups on best practice relating to support services.
- Work with the Influence and Participation lead to provide a cohesive approach to support services that reaches across operational delivery and service user involvement.

Financial management

- With the Head of Operations monitor budgets and the control of expenditure relating to operations.
- Ensure that appropriate financial procedures are followed and that any discrepancies are reported to the Head of Operations.
- Ensure the financial resources allocated to run activities and venues is spent in the most cost-effective way.

Accountability and decision-making

- Ensure a robust operational management of Mind BLMK's services.
- Ensure safeguarding is managed effectively through the organisation as part of the senior safeguarding team, including contribution to the out of hours on-call provision.
- Ensure that activities meet and integrate with organisational requirements for quality management, health and safety, legal compliance, ethical policies, and general duty of care.

- Attend relevant committees, forums and meetings as directed by Head of Operations.
- In liaison with the Head of Operations, actively seek, pursue, and model developmental opportunities whilst upholding and preserving Mind BLMK legacy.
- Ensure the health, safety, and welfare of all those who use Mind BLMK's services and venues or who may be affected by the activities.
- Ensure service activity and financial monitoring and reporting at contract meetings.
- Deal with complaints from service users or other agencies at a level appropriate to the role and situation.
- Ensure equal access to services; that service users are treated with dignity and that no discriminatory behaviour takes place.
- Develop and maintain effective and meaningful relationships with statutory agencies regarding the delivery of services, service contracts, new opportunities for partnership arrangements and in the resolution of problems.
- Demonstrate a commitment to strategic projects that seek to improve mental health services within the community in partnership with external partners.
- Deal with problems arising within the service and projects, referring complex or serious concerns to the Head of Operations.
- Ensure that operational services can adapt, adjust, and deliver during a crisis. This may include pandemics, epidemics, financial and natural crisis.
- Deputise for the Head of Operations when necessary.
Be a part Mind BLMK's out of hours on-call service support as needed.

PR

- Represent Mind BLMK, ensuring an external presence to promote Mind BLMK's services to increase awareness and improve access.
- Identify and build good working relationships with community groups, relevant services and activities for partnership work and signposting as well as keeping updated information about them.

General

- Work within the ethos, vision, and values of the organisation and in line with the organisation's strategy, policies, and procedures.
- Work as part of a wider, cohesive senior operations team, providing support and assistance to all areas of operations as directed by the Head of Operations.
- Work with the senior management and Executive team to ensure organisational mission, vision and values is delivered through strategy, process, systems, and culture. Ensure that Mind BLMK legacy is preserved and developed under direction of the Head of Operations.
- Establish and maintain effective partner working relationships with the Mind BLMK team and relevant key post holders (Finance Manager, Fundraising Manager, Market Development Manager and others as required).

- Be responsible for attending and contributing to a wide range of meetings relevant to the role (own supervision, appraisals, staff, peer group, Support and Delivery Partners meeting, AGM and external as required).
- Commit to continuous professional development, and complete training and qualifications identified for the role in line with organisational need, Staff Development and Training policies and procedures.

Person Specification	Essential/ Desirable
Essential experience, skill, and knowledge	
Senior and relevant management experience in a Health / Social Care environment	E
At least 2 years' experience of working with people who have mental health needs	E
Knowledge and experience of assessing and advising on safeguarding concerns	E
Understanding of the Community and Voluntary sector and able to demonstrate experience of managing internal and external relationships with senior leaders.	E
Experience of managing diverse staff resources to achieve a range of important organisational objectives in a major area of the organisation. Able to demonstrate senior level management skills, including experience of managing senior staff who have own direct reports.	E
A high level of financial analysis; able to contribute to developing, managing and reporting on budgets. Experience of budget setting in collaboration with external partners at a senior level.	E
Demonstrate effective partnership working at a senior level (internal and external) and responsible for influencing change through the system; managing and influencing sensitive external relationships that are critical in the formation and execution of organisational strategy.	E
Demonstrate a high level of problem-solving, crisis and risk management working with the Senior Leadership and Executive teams to deliver organisational strategy.	E
Developing, managing, and measuring the effectiveness of outcomes-focused services and providing assurances to the Executive team and Board on service performance utilising a broad range of resources.	E
Effective and confident in external as well as internal delivery of presentations, chairing and coordinating meetings, producing, and communicating reports	E
Valid driving licence and access to a car for work; flexibility to cover a large geographical area	E
Desirable experience, skill, and knowledge	
Income generation and diversifying income streams	D
Service model design	D

Entitlements/benefits:

Annual Leave	25 days
Bank Holidays	All (pro rata) as per April to March for each year – usually 8
NEST pension scheme	Auto-enrolment (employer contributes 3%, employee contributes 5%)
Health Plan	Optional
Employee Discount Schemes	Discounts available through Blue Light Card & Tickets for Good
Learning and Development	In-house and external as appropriate for the role.
Flexible Working	On request (in line with Mind BLMK policy on Right to Request Flexible Working)
Disability Confident Employer signatory	Mind BLMK has been annually assessed and approved as a Disability Confident Employer (previously “Two Ticks”) since 2008.
Mindful Employer signatory	Mind BLMK has been committed to the Mindful Employer charter since 2008 (www.mindfulemployer.net)