

Overview

Our services in Glasgow, managed primarily from our locality office in Govan, Glasgow, are looking for a long-term Operations Manager. This role would suit an experienced, values-oriented, person-centred social care professional. With a desire to lead teams working to support adults and young people, you will be familiar with the complex challenges that people can face, whether that is a young person experiencing distress, a person experiencing housing issues, or someone having their first experience of psychosis.

As an Operations Manager, you will be working closely with the Local Management Team – a brilliant team of experienced, social care managers. With an ability to manage your own diary and work routines, you will thrive in roles with a good degree of autonomy, within clearly defined values and strategic objectives. You will be working within a busy and dynamic locality, which requires the flexibility to be responsive to the ever-changing environment. Contributing to the strategic management of Carr Gomm, you will have an appreciation of organisational values while developing a greater understanding of the organisational goals and objectives both for the people we support and all colleagues.

Excellent communication skills are crucial as a key contact for our internal and external partners. This role requires strong leadership and the passion to drive the locality towards achieving Carr Gomm's values and strategic objectives.

Whilst primarily based from Glasgow, there is a requirement of travel to other areas of Scotland as required, including our National Service base in Edinburgh.

Responsibilities & Success Factors

Reporting to the Senior Operations Manager, the Operations Manager is a key role for the success and development of the locality.

Success in this role includes, but is not limited to:

- Being the lead contact with local authority commissioners and regulators as a registered manager for the services
- Maintaining excellent links with other health and social work and social care professionals
- Participate in the strategic management of the organisation through formal groups; taking a lead on specific issues as and when required
- Maintaining an overview of risk management for the organisation and services, and to take appropriate action to manage and minimise risks
- Supporting Service Managers to develop services in line with Carr Gomm's strategy, including the consideration of alternative and imaginative ways to support new and existing people
- Ensuring that the services are working in line with Carr Gomm's policies, procedures and values to meet the outcomes of the individual people supported
- Ensuring that the services operate flexibly in response to changing requirements
- Providing leadership and support to the Service Managers and other key staff, to assist them to carry out their responsibilities in managing the services
- Working with the Service Managers to ensure the services are contractually compliant, and financially viable by managing budgets

Operations Manager

- Being a strong role-model, and working with HR colleagues to lead positive employee relations and good working practise
- To take charge of your own priorities for professional development, which you will be supported to achieve

This list is by no means exhaustive; rather it gives a flavour of the responsibilities in this multi-faceted role. This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties as they exist currently but is not intended as a wholly comprehensive or permanent schedule.

You will be responsible for all members in your team, and therefore you will need to be self-motivated and pro-active, with a real passion for making a difference.

What we are looking for...

Successful Operations Managers may come from different backgrounds and have a range of work and life experiences. All are creative and have a flair for engaging and inspiring people, whilst sharing our values of respect, interdependence, choice, control, openness and honesty, kindness, and compassion. Key to being successful in this role in Glasgow is the experience of managing person-centred services to individuals, and an awareness of what getting it right for people means, both when driving quality in existing services, and in developing new services. We are committed to always shaping our services to meet the needs of people within the city of Glasgow and are keen to hear your experience of managing young people's services, of managing services to people with mental ill health, or any other kind of complex service.

The key, for us, is that Operations Managers are natural leaders who are passionate, logical, and flexible; they have excellent communication and people skills which they use to forge strong, productive relationships; and they have the capacity to deliver. They are also confident problem solvers – curious with potential solutions - with ideas to improve new ways of working and contribute to the development of Carr Gomm.

We expect that you will have experience of managing a range of community care services providing complex support. We also expect that you will have an understanding of the Scottish Social Care sector, alongside good knowledge of the requirements of regulatory bodies such as the Care Inspectorate and SSSC. Professional qualifications (enabling registration with SSSC) and / or the ability to demonstrate relevant skills and experiences are desirable, as is an ability to demonstrate the experience of work which matches the requirements of this profile.

Your benefits will include:

- £44,286 - £52,643 per annum
- 35 days holiday per year, increasing to 40 days with length of service
- Enhanced maternity, paternity, adoption, and sick leave
- A Defined Contribution pension scheme, with incremental employer contributions
- Access to the Carr Gomm App: which includes free physiotherapy, health coaching and counselling
- Free Blue Light Card (giving access to thousands of discounts and promotions)
- Membership of a credit union
- Cycle to work scheme; and more!

Operations Manager