Corporate Talking Therapies Operational Lead (MAT Cover)

## Job details

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| Job title: | Corporate Talking Therapies Operational Lead |
| Hours: | 37.5 hours (Monday-Friday) |
| Department: | Corporate Talking Therapies Service |
| Location: | Remote with Nationwide travel as required |
| Reporting to: (job title only) | Head of Corporate Mental Health Operations (HOCMH) |
| Direct reports: (job title only) | Operational Team Managers |
| Job purpose: | * As part of the Corporate Mental Health Senior Leadership Team, the Operational Lead is responsible for leading the Talking Therapies service operations within the Corporate Mental Health Business Unit which offers a range of psychotherapy interventions for both adults and children * This role involves system & service planning for the service, operational delivery, strong team leadership, fostering a strong relationship with service clinical counterparts and close collaboration with other departments to achieve VHG’s objectives * The postholder will be expected to collaborate with the commercial customer team to support building & maintaining a positive relationship with all corporate customers accessing our services * Accountable to the Head of Corporate Mental Health Operations for the operational & financial P&L delivery and reporting of risk within the service |
| Role and Responsibilities: | Operational Responsibilities:  * **Implementation of Service Initiatives:** Lead the successful mobilisation and implementation of new initiatives within the service, aligning with strategic priorities and collaborating with regional stakeholders to foster innovation and continuous improvement. * **Service Leadership and Performance Management:** Oversee the day-to-day performance and KPI delivery of the service, ensuring that operations are conducted in alignment with strategic objectives and that high standards of care are consistently maintained. * **Operational Accountability:** Take full operational accountabilities for all processes and outcomes within the service alongside the network operations lead utilising key performance measures and financial data to drive efficiency and service quality. * **System and Process Improvement:** Lead the ongoing improvement of operational systems, processes, and policies within the service to achieve company objectives, ensuring they are effectively aligned with customer and business needs. * **Resource and Capacity Management:** Strategically manage resources and capacity within the service to meet current and projected business volumes, ensuring optimal clinician utilisation and service delivery. * **Performance Reporting:** Provide regular performance updates and metrics on the operational and financial effectiveness of the service, ensuring clear and transparent communication with the HOCMH and other key stakeholders. * **Stakeholder Engagement:** Report on the financial and operational performance of the service to the HOCMH and other senior stakeholders, ensuring informed decision-making and alignment with corporate goals. * **Service Innovation:** Drive continual improvements in service delivery through innovative propositions, enhancing the quality and efficiency of care provided within the service. * **Employee Performance Management:** Ensure effective performance management systems are in place within the service, promoting best practices and ensuring that all employees meet the standards required by the business and its customers. * **Health and Safety Compliance:** Ensure full compliance with health and safety requirements across the service, maintaining a safe and effective working environment.   **Financial Responsibilities:**   * **Revenue and Profitability Oversight:** Administer the service financial forecast and ensure that financial targets are monitored and addressed where required. * **Budget Management:** Collaborate with the HOCMH, finance business partner and MH leadership team to set and manage budgets, including re-forecasting and adjusting service delivery to achieve financial targets and align with overall business objectives. * **Operational Efficiency:** Drive operational efficiency within the service by conducting ongoing cost reviews and implementing potential cost-saving measures, ensuring alignment with regional financial strategies. * **Financial Reporting:** Provide comprehensive financial reports and updates to the Regional Service Director and other senior stakeholders, supporting informed decision-making at the service level. * **Performance Metrics:** Utilise key financial performance metrics to inform operational decisions and improvements, ensuring the service’s financial performance aligns with its operational goals. * **Cost Management:** Implement effective cost management strategies as agreed with the service director to optimise resource utilisation and enhance profitability within the service. * **Stakeholder Communication:** Ensure transparent and effective communication of financial performance and risks to key stakeholders, maintaining responsibility and trust at all levels.   **People Responsibilities:**   * **Recruitment and Training:** In partnership with service management, oversee the recruitment and training of new employees within the service, ensuring alignment with budgetary constraints and business requirements. * **Direct Report Management:** Manage and develop direct reports within the service, supporting their personal development and ensuring they meet both personal and business objectives. * **Performance Wellbeing and Development Meetings:** Conduct PWDs for direct reports and ensure appraisals are completed as required within the service, maintaining high performance standards. * **Hands-On Management:** Engage in hands-on management to ensure all employees within the service feel engaged, supported, and valued, fostering a positive work environment. * **Team Support:** Provide support for the clinical and professional progression of the wider team through training and development opportunities, project work, peer support, and mentoring. * **Mandatory Training Compliance:** Ensure all mandatory training is completed within the service in a timely manner, adhering to relevant Quality Assurance Accreditations and maintaining compliance. * **Employee Engagement:** Foster a positive and inclusive work environment within the service, promoting employee engagement and well-being. * **Leadership Development:** Support leadership development within the service, contributing to the identification and development of future leaders within the team. * **Performance Management:** Implement and enforce performance management systems within the service to maintain high standards and address any performance issues promptly. * **Talent Retention:** Develop and implement strategies to retain top talent within the service, minimising turnover and ensuring continuity of high-quality service delivery. * **Stakeholder Collaboration:** Work closely with HR and other departments to align people strategies within the service with overall business objectives, ensuring a cohesive approach to talent management.   **Customer Responsibilities:**   * **SLA and KPI Achievement:** Ensure that all relevant customer SLAs and KPIs are met and exceeded within the service, maintaining high standards of performance and customer satisfaction. * **Corporate Customer Relationships:** Support the corporate commercial team to maintain and develop relationships with key corporate contracts, including attending contract meetings as required, and provide open and effective communication. * **Contractual Commitments:** Ensure the delivery of services aligns with contractual commitments, upholding the highest levels of service quality and reliability within the service. * **Customer Retention:** Contribute to the retention of contracts by achieving service excellence, consistently meeting and exceeding contracted commitments, and fostering long-term customer relationships. * **Customer Feedback:** Collaborating with clinical colleagues collect and analyse customer feedback to inform continuous service improvement, addressing any issues promptly to enhance customer satisfaction. * **Proactive Communication:** Maintain proactive and transparent communication with customers, keeping them informed about service performance and any relevant developments. * **Customer Satisfaction:** Implement strategies as agreed with the service director to measure and enhance customer satisfaction within the service, ensuring a positive experience across all touchpoints. * **Issue Resolution:** Oversee the resolution of customer issues and complaints within the service, ensuring timely and effective solutions to maintain customer trust and loyalty.   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.     * Be aware of the impact of your behaviour on others. * Ensure that others are treated with fairness, dignity, and respect. * Maintain and develop your knowledge about what EDI is and why it is important. * Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians. * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice. * Be prepared to speak up for others if you witness bias, discrimination, or prejudice.   Any other reasonable request as required. |
| Additional information: | Some travel including occasional overnight stays is required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * Charted Management Institute Qualification/Institute of Leadership and Management * Aspire Training (Internal VHG) |
| **Experience** | * Operational management experience and proven leadership within a Mental Health Service or related service * Experience of delivering operations (e.g. 2 years+) in a management position in a high achieving/ target driven environment * Experience of capacity and resource management in a fast paced business * Experience of customer interaction * Demonstrated experience of identifying, owning business changes * Experience of financial reporting | * Experience of budget management * Direct operational experience in the Corporate Talking Therapies Service |
| **Skills/knowledge** | * Microsoft Excel & PowerPoint ability – intermediate level minimum * Strong familiarity of using PowerBi for data analysis * Ability to understand, input & challenge financial-operational models * Ability to understand, input & challenge workforce planning-operational models | * Knowledge and understanding of the roles of the various stakeholders in VHG and the corporate environment * Other software skills/knowledge such as Co-Pilot, AI tools, PowerAutomate * Speaks another language |
| **Specialist training** |  | * Clinical training including clinical background in mental health an advantage, but not essential. |
| **Personal competencies and qualities** | * Excellent stakeholder management skills and abilities * Ability to work individually or within a team and foster good working relationships * Good analytical skills with ability to interrogate and use data to support change * Evidence of values that are consistent with VHG * Interpersonal skills to engage and develop working alliances with colleagues and patients. * Evidence of an openness to learning new knowledge and skills. * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work under pressure * An awareness of and commitment to supporting and facilitating diversity and inclusion * Excellent time management skills | * Experience with developing budgets and writing business plans |

# Version Control

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