Operational Team Manager

## Job details

|  |  |
| --- | --- |
| Job title: | Operational Team Manager |
| Hours: | 37.5 hours (Monday-Friday) |
| Department: | Mental Health |
| Location: | Remote with Nationwide travel as required |
| Reporting to: (job title only) | Step 2 Senior Team Lead  Step 2 Service Manager |
| Direct reports: (job title only) | PWP’s |
| Job purpose: | * Reporting to the Step 2 Senior Team Lead, the Operational Team Manager is responsible for managing the day-to-day operations of the Talking Therapies service within the Mental Health Business Unit. * Responsible for the line management of a team of clinicians, including performance management, professional development, and ensuring effective clinical practice to meet service delivery objectives. * This role involves overseeing service delivery, coordinating staff and resources, and ensuring operational efficiency to meet service goals and performance targets. * The postholder will support the Operational Lead in system and service planning, while ensuring strong collaboration with clinical teams and other departments to maintain service quality. * The role requires building and maintaining effective working relationships with internal stakeholders and external partners to support the service's objectives. |
| Role and Responsibilities: | Operational Responsibilities:  * **Service Management:** Oversee the day-to-day service delivery of the Talking Therapies service to ensure smooth and efficient operations. * **Process improvement:** Review, implement and monitor operational processes to ensure service delivery meets established targets and quality standards. * **Resource management:** Co-ordinate staff schedules, rotas and workloads to ensure efficient service delivery with adequate staffing in place. * **Recruitment:** Manage recruitment, onboarding and training of team members as required * **Performance Reporting:** Provide regular performance updates and metrics on the operational and clinical effectiveness of the service, ensuring clear and transparent communication with the operational team lead as required. * **Stakeholder Engagement:** Maintain strong working relationships with internal departments such as IT, Clinical, HR and finance to ensure integrated service support. * **Service Innovation:** Support the operational lead and deputy operational lead in planning and developing service plans and improvements to align with organisational goals. * **Complaints:**  Manage and investigate operational complaints and incidences within the governance system, in line with the service complaints management process   **People Responsibilities:**   * **Recruitment and Training:** In partnership with clinical team, 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 a clinical team 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 (up to 16 employees) 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. * **Issue Resolution:** Oversee the resolution of service/customer issues and complaints within the service, ensuring timely and effective solutions to maintain customer trust and loyalty. * **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. * **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 i.e. Client Facing Time.   **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. * **Contractual Commitments:** Ensure the delivery of services aligns with contractual commitments, upholding the highest levels of service quality and reliability within the service. * **Customer Feedback:** Collaborating with clinical colleagues collect and analyse customer feedback to inform continuous service improvement, addressing any issues promptly to enhance customer satisfaction. * **Customer Satisfaction:** Implement strategies as agreed with the operational lead to measure and enhance customer satisfaction within the service, ensuring a positive experience across all touchpoints.   **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. We believe it is the responsibility of everyone to ensure their actions support this 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 if possible, to do so and raise with your manager and EDI team * 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

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** |  | * Charted Management Institute Qualification/Institute of Leadership and Management * Aspire Training (Internal VHG) |
| **Experience** | * Experience of line management provision to teams * Working within multi-disciplinary settings * Generating policies and procedural working practices * Performance monitoring and management | * Experience of budget management * Experience working in mental health and/or employment within related fields |
| **Skills/knowledge** | * Microsoft Excel & PowerPoint ability – intermediate level minimum * Strong familiarity of using PowerBi for data analysis * Ability to understand, input & challenge workforce planning-operational models | * Other software skills/knowledge such as Co-Pilot, AI tools, PowerAutomate |
| **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 | * Awareness of financial budgets and writing business plans |

# Version Control

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.0 | Status: | PUBLISHED |
| Date Published: | 05/07/2024 | Code: | TBC |  |  |

|  |  |  |
| --- | --- | --- |
| Version: | Date: | Summary of Changes |
| V1 | 05/07/24 | Document created |
|  |  |  |