



Hamara Healthy Living Centre

Job Description

Job title: Operations Manager (Quality & Compliance)

Service Area: The organisations operations, policies and procedures.

Responsible for: The organisations overall quality of operations and services provided, in accordance with all relevant legislation and standards.

Responsible to: Director & Deputy Director

Type of Contract: Permanent

Hours: 22.5 hours per week

Salary: £32,500 pro-rata to hours worked.

Job Summary:

As an Operations Manager (Quality) you will have entire responsibility for ensuring Hamara policies, procedures and practices are compliant with all relevant legislation and standards, and meet the required quality levels. This role will also have a high level of overall responsibility for ensuring all projects run by Hamara have operations in place, which are compliant with relevant legislation and standards and meet mandatory quality levels, as well as ensuring all operational functions of Hamara are supportive of its successful development.

This role's main duty is to implement, maintain and improve the quality of Hamara's services, in accordance with business aims and objectives and all relevant legislation and standards. You will maintain effective and responsive working relationship with a range of professionals and stakeholders, developing and nurturing positive partnerships to further embed and develop Hamara's services. You will also monitor and analyse Hamara's current operations to determine their: level of quality, effectiveness, efficiency and compliance, in accordance with Hamara's business aims and objectives.

This is an important management role and you will be required to skilfully manage and deliver our service model, embedding a shared vision for the service, communicating it effectively and consistently to staff, service users and stakeholders.

Hamara Operations (Compliance) Management Responsibilities:

People Management:

- To ensure that effective induction, supervision and appraisal of all Hamara staff takes place, in accordance with the Hamara's policies. This includes ensuring that staffs performance standards are achieved and professional development plans are in place, in line with training needs identified.
- To allocate and manage staffing resources within agreed levels, and ensure staff management practices meet Hamara's policies and relevant legislative requirements.
- To establish and maintain effective communication systems within staff teams, including regular recorded team and one-to-one meetings.
- To ensure that all staff employed by Hamara is appropriately trained for their role and duties.

Quality Assurance:

- To be responsible for ensuring all of Hamara's services meet the standard quality requirement levels, determined by stakeholders.
- To be responsible for monitoring all contracts in place and Hamara's performance of fulfilling such contract quality standards, for funding purposes.
- To be responsible for monitoring Hamara's performance overall, in accordance with relevant monitoring systems, to ensure all quality requirements are met.
- To be responsible for implementing, maintaining and putting improvement measures in place, to ensure Hamara is able to deliver quality services.
- To report on quality levels, as required and to report any quality concerns, improvements or issues to the Chief Executive Officer.

Stakeholder satisfaction:

- To be responsible for working with and engaging stakeholders, to ensure their needs are met by Hamara. This includes liaising with management teams effectively and efficiently, to support the delivery of any work agreed.
- To provide suitable feedback to stakeholders on any project work, as appropriate. This includes reporting on any project outcomes.
- To be responsible for developing and maintaining appropriate satisfaction surveys, to support Hamara's engagement with stakeholders.
- To maintain and develop Hamara's services, in accordance with stakeholder and business needs.

Training and development:

- To be responsible for maintaining all staffs training records, identify training opportunities for staffs learning and development as appropriate for personal and business requirements.
- To liaise with relevant managers for all staffs training, to ensure this is completed as required.
- To be responsible for ensuring all mandatory training is in place for staff employed by Hamara to attend, and complete.
- To ensure all staff employed by Hamara complete any mandatory training and their records are updated accordingly.
- To coordinate and organise suitable staff training, with relevant managers.
- To be responsible for ensuring that all training budgets agreed are adhered to by management.
- To be responsible for ensuring that all supporting documentation for training is in place. This includes authorisation documents, training requests, etc.

Administration:

- To ensure all records are compliant with relevant legislation/standards and internal practices.
- To write up and submit suitable reports, as required.
- To be responsible for reviewing all staffs training and development, ensuring such staffs documentation is up to date and compliant with all relevant legislation.

Operations Manager Quality General Duties

- To actively contribute towards the achievement of Hamara's strategic and operational objectives. This includes overseeing all projects run by Hamara in terms of quality, to ensure they support business aims and are delivered on time and within budgets.
- To report to the Finance department: income, expenditure and cash flow forecasts, as required. This includes being responsible for seeking opportunities for the development of Hamara's income generation and funding channels, and setting and reviewing budgets and managing cost.
- To plan and control operational changes, efficiently and effectively.
- To develop and maintain healthy working relationships with commissioners. This includes preparing comprehensive performance reports for commissioners, through collating suitable information from management, to ensure commissioners are satisfied.
- To create and maintain positive working relationships with stakeholders, to ensure they are satisfied with the quality of Hamara's services.
- To assist with the overall management of persons working in community café, ensuring smooth running of daily activities. For example, managing staffing levels, overseeing of stock orders, etc.
- To assist with the overall management of persons working in reception, to ensure efficient and effective staffing levels and working processes are in place.
- To liaise with external IT companies regarding internal IT processes, maintaining and developing IT systems accordingly.
- To work with staff and stakeholders to develop Hamara's website, social media, marketing and publicity, to support the success of Hamara.

- To be responsible for ensuring Hamara’s health and safety procedures are maintained and updated, in accordance with health and safety standards and legislation.

Organisational Requirements

General:

- To support colleagues with any operational needs, as and when required.
- To work outside of ordinary office hours, as required.
- To complete any other reasonable duties, as required.
- To respect and uphold Hamara’s written policies and procedures in place.
- To attend any meetings, as required.
- To commit to personal and professional development. This includes undertaking appropriate training where required, or requested to do so.
- To commit to the ethos and values of Hamara.

Equal Opportunities:

Hamara is an equal opportunities employer. Hamara is committed to promoting anti-discriminatory practices within the society, the organisation and in the promotion of its services to the community. Hamara expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination issues, as appropriate, and undertake any appropriate training.

Safeguarding:

Hamara is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants and staff will be required to demonstrate understanding of and commitment to best safeguarding practice.

Please be aware, you may be expected to do conduct yourself in other ways and undertake different duties which are reasonable, in the opinion of the Company. Your job description is not limited and may be reasonably modified as necessary to meet the needs of the business.

Employee:	
Signed	
Date:	

Employer:	
Signed	
Date:	

Date the Job Description was created:	12/09/2020
Date the Job Description was ratified:	27/05/2024
Signature of Manager who has ratified the Job Description:	<i>R. Mohammad</i>



Job Title: Operations Manager Quality

Criteria	Requirements	Assessment
Experience	<p>Minimum 3 years' management experience.</p> <p>Evidence of People Management Skills</p> <p>Experience of implementing and maintaining monitoring systems which measure quality of a project and/or process</p> <p>Experience of monitoring contracts and ensuring that they meet the required quality standards, determined by the stakeholders</p> <p>Experience of leading and managing change in the workplace</p> <p>Experience of dealing with Safeguarding issues and relevant legislation</p>	<p>AF</p> <p>AF + I</p> <p>AF + I</p> <p>AF + I</p> <p>AF + I</p> <p>AF + I + A</p>
Specialist Knowledge/ Skills	<p>Computer literate, including knowledge of Microsoft Word, Excel and Outlook.</p> <p>Ability to demonstrate organisation, planning and administrative skills</p> <p>Knowledge of Data Protection legislation ensuring that personal information is held correctly and secure. Ensuring that the organisation is compliant with relevant legislation.</p>	<p>AF + I + AS</p> <p>AF + I</p> <p>AF + I + AS</p>

	<p>Knowledge of Confidentiality.</p> <p>Evidence of applying Health and Safety legislation in the workplace.</p> <p>An ability to manage people resources effectively.</p> <p>An ability to manage financial resources.</p>	<p>AF + I</p> <p>AF + I + AS</p> <p>AF + I</p> <p>AF + I + AS</p>
Qualifications	Recognised Management qualification e.g. Degree, Diploma or equivalent experience in a related work area.	AF + I
Interpersonal Skills	<p>Good communication skills both written and verbal, the ability to communicate with members of the public, suppliers, stakeholders and staff appropriately.</p> <p>Ability to work as part of a team.</p> <p>Ability to lead, motivate, develop and deliver high-performance productivity and quality.</p> <p>Numeric skills and ability to interpret financial and management performance information to support Hamara needs</p>	<p>AF + I</p> <p>AF + I</p> <p>AF + I</p> <p>AF + I + AS</p>
Other job related requirements	<p>Ability to demonstrate a commitment to Equality and Diversity.</p> <p>Flexibility in the hours worked – may be required to work evenings and weekends</p> <p>Knowledge of current issues related to third sector.</p>	<p>AF + I</p> <p>AF + I</p> <p>AF + I</p>