

Bethphage Head of Operations

Recruitment Pack





Head of Operations

Come and join our Executive Management Team

- Information Letter
- Job description
- Person specification

The recruitment process will consist of the following:

- An informal discussion over the phone
- Online Psychometric inventory (results will be shared and discussed at the first interview)
- There will be series of processes to the interview, including a formal interview, meeting with the executive team, meeting some of the people we support to answer their questions and a finance exercise.

Closing date: 18th November

Interviews: 25th November

Head of Operations Recruitment Process

October 2024

Dear Applicant

First of all, thank you for expressing an interest in Bethphage. I hope you find the job description and person specification provides the information you need to decide if this position is for you. If you want to find out more information, please contact the HR team 01743 272880 and they will organise a convenient time for you to discuss the role informally with Helen Nickless, the current Head of Operations.

Our website contains a lot of information which should be useful.

The position has an organisation-wide focus, the Head of Operations manages the area manager team, with an oversight on service delivery across all provision, whilst working closely with colleagues who oversee Quality, Positive Behaviour Support (PBS), Development, HR and Finance.

The Head of Operations is a key lynch pin in the Executive Management Team (EMT), working effectively with the other five EMT members to develop the business strategically and continue to provide relevant, excellent, outcome focused service provision; whilst ensuring that Bethphage diversifies into new ways of working to ensure we remain fit for purpose and continue to be a provider and employer of choice.

This is an exciting time to join Bethphage, we are large enough to sustain the organisation's future, with an income stream set to grow to circa £11M by the end of the current financial year. The new Head of Operations will be in a strong position to make their mark on Bethphage and help us develop into new local authority areas and new ways of working.

We published our current strategic plan (2024-28) in September, which provides clear direction and focus for the next four years.

The postholder will continue to develop effective, external relationships, working closely and effectively with commissioners, health colleagues and contacts from competitor organisations.

As the Head of Operations, you will demonstrate the values and attitudes we need to support the continued development of the organisation's mission statement and ambitions. If you share our values and philosophy for service development, delivering best outcomes and you are ready to take on a senior role with huge possibilities for development then we look forward to hearing from you.

Kind regards

Stef Kay, CEO



Job Description

Job Title: Head of Operations

Accountable to: Chief Executive Officer

Based: Hybrid working must be within reasonable commuting distance of our Bethphage Head Office (Shrewsbury). Expected to travel to locations across the West Midlands.

Role Purpose: A key leader in the senior operational management team, accountable for the day-to-day running of support services across Bethphage.

To ensure support services are delivered in a way that puts people we support at the centre of their planning, decision making and ultimately in control of their outcomes, promoting rights, choice, dignity, diversity, values and meeting organisational, statutory and legislative requirements.

Role Summary:

The key purpose of the role is to provide professional leadership to Bethphage's operational agenda, ensuring efficient, effective provision which fit closely with the organisation's values

With strategic responsibility for operations you will ensure that the organisation has highly effective, well-implemented operational strategies, which align to Bethphage's core business, and deliver positive outcomes

Jointly responsible for the performance of the charity, contributing to the development and delivery of the business and strategic plan and the values of the organisation.

Attend quarterly Board meetings and as part of the Executive Management Team (EMT), you are responsible for providing assurance to Trustees on all corporate matters and taking the subject matter lead on all issues/discussions relating to the people we support.

Reporting directly to the Chief Executive, you will act as a partner to other members of the Executive Management Team to successfully and sustainably deliver our business, strategic and growth plans, achieve organisational performance and effectiveness through our staff at all levels and jointly manage organisational risk.

Core Duties

1. Demonstrate clear leadership and collaborate with key stakeholders and staff to make a difference to the lives of the people we support.
2. In-depth knowledge and understanding of the services provided by Bethphage, and ensure best practice is always implemented.
3. Lead and manage all direct reports, ensuring they are effective in their roles.
4. Maintain good communication and team working with colleagues across the executive team and the operations team, ensuring effective communication channels where people listen to one another and treat each other respectfully.
5. Take the lead role with CQC ensuring areas of concern and notifications are completed comprehensively and legibly and reported to the Nominated Individual (CEO)
6. Monitor the external landscape for new ideas, emerging themes, government policy etc. which highlight new ways of working and opportunities, communicating back to the EMT to keep the organisation up to date.
7. Lead and represent the operational team at executive level, provide advice and opinion that informs good decision making.
8. Ensure all contractual requirements, as laid out in the contracts with local authorities, are adhered to and monitor compliance.
9. Shape, influence, plan and support organisational growth and development, consistent with the direction of travel outlined in the business plans

Choice and Quality

1. Ensure that Bethphage's services are managed and delivered in accordance with regulatory and legislative requirements, the organisation's values and vision for future development and respond promptly and professionally with any issues that could influence/affect the status of the service.
2. Ensure that the people receiving support are encouraged and enabled to be as independent as possible, exercise choice and control over decisions affecting their lives and their Human Rights are respected.
3. Work in collaboration with the Quality Manager and use the findings of the Quality Audit process to monitor performance and deliver continuous improvements across all areas.
4. Ensure that voices are heard, through face-to-face discussion, verbal feedback, including compliments, concerns and suggestions and oversee complaints to ensure they are fully investigated in line with Bethphage's policy.
5. Ensure that budgets are prepared, monitored and managed in a way that maintains quality and financial viability.
6. Ensure that Bethphage's values are at the heart of all decisions.

Suitability of Staffing

1. Work collaboratively with the HR team to ensure safe, effective recruitment and retention of staff through robust induction, comprehensive training, effective support and regular supervision of all operational staff.
2. Ensure the people we support are partners in staff recruitment, using methods of communication, which are meaningful and effective at actively involving, where possible, the people we support in the process and recording the outcomes, choices and decisions made, resulting in the recruitment of candidates of suitable caliber to deliver high quality services.
3. Ensure that the policies and procedures of Bethphage are implemented across Bethphage and implementation issues are feedback to the executive team.
4. Encourage and support a healthy work-life balance for all operational staff and take responsibility for own work-life balance.
5. Ensure staff are treated respectfully and professionally, valued for their contributions and encouraged to develop their knowledge and experience to be the best they can be.
6. Ensure rotas are managed effectively and deliver the support required by the people we support whilst providing a healthy work-life balance for staff.
7. Ensure absence and performance management is dealt with across the operations team, addressing lower-level issues to reduce the risk of escalation into bigger issues.

Safeguarding and Safety

1. Ensure compliance with safeguarding policies, appropriate referrals are recorded promptly to CQC and the local safeguarding team, and our internal system is updated promptly as the information expands.
2. Ensure compliance with contractual, statutory, legislative and local authority requirements.
3. Accountable for safe working practices and ensuring appropriate equipment and resources are provided.
4. Ensure that Health & Safety Policies and Procedures are complied with and deal with identified hazards which may affect the health and safety of the people we support and the staff we employ.
5. Evaluate accidents, incidents etc. which are reported through our digital system, to identify trends and themes.
6. To contribute, as a member of the Executive Team, to the planning and strategic development of Bethphage.
7. Prepare reports for the Bethphage Board, advise Trustees on relevant operational matters and attend board meetings.
8. To ensure an effective, responsive On Call service is provided across the organisation.
9. To undertake the necessary professional networking to facilitate new business and to prepare and contribute to tender documents for new opportunities.
10. To participate in personal training and continuous professional development.

Note: This job description is not exhaustive and is subject to future review and/or changes



Head of Operations

Person Specification

Attributes

	Essential	Interview	Application	Desirable	Interview	Application
Qualifications	NVQ 5 or above		✓	IOSH, NEBOSH		✓
				Degree in a relevant subject		✓
				Management or relevant health and social care qualification		✓
Work Experience	10 years' experience in the care sector, working with people with learning disabilities	✓	✓	Experience of working in the charitable or voluntary sector		✓
	Working with people with one of more of the following conditions: autism, mental health, dementia, acquired brain injury, and people with complex needs	✓	✓	Experience of working at a senior level directly with board of trustees or shareholders		✓
	Experience of working at a senior level	✓	✓	Creating, reviewing and updating policies and procedures		✓
	Experience leading and delivering projects	✓		Working on or contributing to tenders	✓	
	Working with local authority commissioners, families and housing providers	✓	✓			
	Effective budget and resource Management	✓	✓			

Attributes
Job Related
Skills/Abilities

Essential	Interview	Application	Desirable	Interview	Application
Effective, inclusive communicator		✓	Speech and Language experience/knowledge		✓
Conflict management/resolution skills	✓		Knowledge of using Microsoft 365 (Sharepoint)		✓
Comprehensive knowledge of Microsoft office products, including Excel, Word, Power Point, One Note & Publisher		✓			
Excellent report writing skills	✓				
Problem solving abilities	✓				
Project management	✓				
Networking, influencing and negotiation		✓			
Communicate the values of the work we do	✓				
Kindness	✓				
Compassion	✓				
Empathy	✓				
Can-do attitude	✓				
Self-motivated	✓				
Excellent time management	✓				
Able to work on own initiative	✓				

**Attributes
Knowledge**

Essential	Interview	Application	Desirable	Interview	Application
Comprehensive knowledge of the Care Quality Commission.		✓			
Understanding of the Care Act 2014		✓			
Understanding of the principles and practice of MCA 2005 & DoLS		✓			
Safeguarding legislation and requirements	✓	✓			
Knowledge of quality systems		✓			

**Special working
conditions**

Person centred approaches	✓	✓			
Able to attend meetings and training as required.		✓			
Attending quarterly Board meetings		✓			
Able to work flexibly, including, as necessary, evenings, weekends and Bank Holidays and respond to emergencies.		✓			
Full driving licence, business insurance and own car for work		✓			
Travel across the organisation		✓			

About Bethphage

Our organisation has both history and ambition

Bethphage is a charitable business that operates across the West Midlands providing support to people with disabilities and those who need support with managing their mental health.

We recently celebrated our 30th birthday and since becoming established in 1994, Bethphage has grown from strength to strength and continues to strive today. We operate as a commercial business, we are driven by our mission and live by our values with the people we support at the heart of what we do.

Bethphage is a person centred organisation, which means the way we work together, from the people we support through to the workforce at all levels. Our person centred approach is at the forefront of how we work with commissioners to develop bespoke provision which achieves the desired outcome for the person living there.

Further information is available on our website:
www.bethphage.co.uk



Why work for us?

This is an exciting time to come and join our team as our continued growth has given us the opportunity to develop our management support functions. Our newly appointed Head of operations will be a key member of our Executive Management Team and will be instrumental in working with local authorities to develop new opportunities.

Our Vision, Mission & Values

Our core values shape how we work and make a positive difference to the quality of life for the people we support.

OUR MISSION

To be an excellent provider of services for people with disabilities.

OUR VISION

Our Vision is of inclusive communities where all people have the opportunity to live the life they choose.

OUR VALUES

These core values really shape how we work and make a positive difference to the quality of life for the people we support:



Personal Growth

We create a safe and healthy environment, where we provide positive feedback, support each other to reflect on actions and learn and grow from them.



Active involvement

We work together, actively engaging and involving others to solve problems and deliver positive solutions within Bethphage and across the wider community.



Honesty

We work together in an open and honest way; taking responsibility and remaining accountable for our actions.



Respect

We respect and value the diversity, individuality and views of everyone we come into contact with, fully considering each perspective before arriving at an agreed outcome.

We are passionate about supporting people to reach their full potential.

All of our staff receive comprehensive training and are encouraged to continuously develop.

All our support workers receive a two-week intensive induction with a dedicated trainer and mentor.

Learning and continuous development interventions are included within each and every team meeting.

We believe that managers and staff who learn together perform better together.



We believe that being a charity makes an important difference.

As a non-profit making organisation, we use the surplus generated into purchasing properties to develop quality housing opportunities for people with learning disabilities, autism and mental health.

In addition to your salary, we also offer the following:

- ✓ Competitive salary
- ✓ Up to 36 days' annual leave plus bank holidays
- ✓ Company Sick Pay (terms and conditions apply)
- ✓ Employer Pension contributions
- ✓ Simply Health Cash Plan
- ✓ Paid DBS
- ✓ Long service awards





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