

Head of Operational Support

Accountable to:	Chief Operating Officer
Responsible for:	National Fleet & Logistics Manager National Facilities Manager Health & Safety Manager National Health & Safety Advisor* National Fleet Advisor* National Equipment Lead* National Environmental Advisor*

()volunteer role(s)*

Location:	Flexible/pan Wales
Hours:	35 hours per week
Salary:	£48k - £52k

Job details:

Ensuring that all St John Ambulance Cymru people have the best possible facilities and equipment to effectively carry out their role is fundamental to the successful delivery of services, offering a positive and productive volunteering experience whilst ensuring we hit our organisational strategic goals and objectives.

The Head of Operational Support is the key to this success and is responsible for leading a blended team of people to ensure the best possible delivery of fleet, logistics, properties and Health and Safety, to support operations across the whole charity.

Working closely and collaboratively with other departments, the postholder will be responsible for the professionalisation of the asset register, ensuring that equipment is suitability specified, fit for purposed, serviced and maintained properly. This function is key to effective operational delivery and increased efficiency for the charity.

In addition, the Head of Operational Support will be responsible for creating a climate and culture which enables staff and volunteers to realise their potential within a supportive, safe, continuous improvement and learning environment, conducive to positive levels of health and well-being.

Consistent with other Heads of Service, this role represents a senior management position, becoming a member of the Senior Management Team (SMT), and will work closely with the Chief Operating Officer to produce business plans/business cases to support service development, providing robust plans for cost reduction or income generation strategies, and presenting these to key stakeholders.

Key duties and responsibilities:

Leadership

- Providing high standards of leadership and effective management including the monitoring and reviewing of workloads, ensuring the satisfaction of our customers; taking personal accountability for meeting agreed targets, effectively identifying areas of existing, and emergent need and ensuring fair and effective allocation of resources.
- Ensuring there are effective communication mechanisms in place to facilitate sharing and receiving key information, including departmental meetings, dissemination of corporate briefs, as well as key organisational and departmental goals and strategic objectives.
- Ensuring capacity and capability to deliver the service, developing new innovative solutions to counteract challenges, with the ability to articulate these innovative solutions effectively whilst building strong business cases for submission.
- Offering visible leadership to the entire workforce, maintaining regular communication at all levels, ensuring each and every employee feels they have a voice.
- Creating a 'safe space' for the team and colleagues to share ideas and discuss issues without fear of ramification.
- Ensuring that the leadership standards you set are adopted by the Operational Support team.
- Take ownership for the Operational Support element of completion of the annual 'Care to Share' survey, encouraging completion, implementing incentives where necessary to drive engagement.

Governance

- Developing and owning the Operational Support business plan, being responsible for it's delivery against the wider St John Ambulance Cymru organisational strategy.
- Ensuring that the charities culture, values and reputation are maintained and developed with all employees, volunteers, customers, suppliers, partners and regulatory/official bodies.
- Responsible to the Chief Operating Officer for complying with all internal and external requirements for risk management, quality management, clinical governance, health and safety, child and vulnerable adults' protection, legal obligations, environmental policies and general duty of care.
- Ensuring that:
 - Policies and procedures are effectively managed, reviewed, updated and implemented.
 - Reporting requirements are met in a timely and accurate manner.
 - Complaints are handled in a constructive and empathetic manner.
 - Issues and risks are escalated to the Chief Operating Officer as relevant.
- Working in close partnership with statutory and professional bodies to ensure that current legislation, guidance and best practice is employed throughout.

Financial Management & Reporting

- Holding delegated authority for Operational Support, ensuring effective budgetary management and achieving of financial objectives.
- Monitoring income, activity, and cost of the services, to address areas of variance from budget and identifying corrective action, presenting to the Chief Operating Officer.
- Ensuring business cases are prepared for service developments and continuous improvement initiatives as appropriate.

People Management

- Line managing direct reports, with responsibility for recruitment and selection decisions, regular staff appraisals, managing sickness absence, disciplinary and grievance matters, personal and career development and departmental workload and allocation.
- Ensuring that direct reports adhere to their staff management responsibilities.
- Working closely with the Head of HR, ensuring the development and modernisation of services and related workforce requirements, to include effective workforce utilisation, role design, skill mix and management of change, in line with best practices and St John Ambulance Cymru policies and procedures.
- Promoting a culture where staff feel empowered and accountable for the service they provide, seeking service improvements and delivering their agreed individual and team objectives and supporting managers to lead, motivate and develop staff who feel valued.
- Responsible for the overall management of HR processes within the directorate, including resource planning, recruitment & retention strategies, disciplinary processes, ensuring exceptional standards of employee relations etc.
- Provide mentorship and coaching to all members of the Operational Support team.
- Playing an active role in conflict resolution, de-escalation and mediative action within workforce.

General duties

- Providing subject matter expertise to the Chief Operating Officer on all aspects of Operational Support.
- Working with the Operational Support Team and wider stakeholders, developing areas for improvement of services and equipment to St John Ambulance Cymru operations.
- To represent St John Ambulance Cymru in meetings with external agencies, suppliers and customers to a high professional standard, acting as a brand ambassador whilst promoting the reputation of the charity.
- Working in accordance with Health & Safety regulations, reporting any incidents of breaches of Health & Safety and reporting any dangerous acts or omissions that are seen in the course of duty that compromises the Health & Safety of staff, volunteers, or service users in accordance with St John Ambulance Cymru's Health & Safety policy.
- Any other duties as requested by the Chief Operating Officer.

Person specification

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

Requirements:	Essential:	Desirable:	Method supporting assessment:
Educated to degree level or equivalent.		✓	Application form
Clear track record of CPD linked to management and leadership development	✓		Application form
ILM Level 5 or above (or equivalent recognised leadership qualification)		✓	Application form
First aid trained or be willing to be trained	✓		Application form/interview
Experience			
Experience of working in charity/third sector.		✓	Application form/interview
Experience of managing or working with volunteers		✓	Application form/interview
Experience of driving new business development, with the ability to understand and maintain the needs of customers.	✓		Application form/interview
Experience and proven track record in managing large, complex budgets & strong financial & commercial acumen.	✓		Application form/interview
Proven track record of improving team performance against pre-determined KPI's.	✓		Application form/interview
Experience of using an Internal Quality Assessment process to ensure best practice and maintain high standards.	✓		Application form/interview
Proven track record at a senior leadership level with evidence of achievement of objectives, budgets and KPI's, tangible margin improvement and continual improvement.	✓		Application form/interview
Experience of managing geographically dispersed operations and/or teams.	✓		Application form/interview

Proven track record of effective people management, with a measurable track record of creating successful teams in service delivery with tangible achievements in improvement and change management.	✓		Application form/interview
Experience of managing a budget	✓		Application form/interview
Skills, abilities & knowledge			
Ability to lead team(s) to achieve goals whilst delegating effectively.	✓		Application form/interview
Excellent interpersonal skills with the ability to communicate effectively at all levels.	✓		Application form/interview
Sound knowledge of Health & Safety and experience of working in a regulated environment.	✓		Application form/interview
Analytical thinker, able to focus on complex operational/transformation issues.	✓		Application form/interview
Ability to manage and resolve conflicting priorities and stakeholder concerns.	✓		Application form/interview
Ability to effectively chair meetings and working cross functionally to deliver outcomes.	✓		Application form/interview
Able to influence through expert knowledge, focus on complex projects, interpret data and form a clear, logical and professional position in any discussion.	✓		Application form/interview
High level of interpersonal, influencing and communication skills to build great relationships.	✓		Application form/interview
Proactive and dynamic – ‘makes things happen’ action bias; high-degree personal accountability; self-managing and self-starting; drive and motivation to follow through and meet deadlines.	✓		Application form/interview
Flexible and resourceful – adaptable to unplanned, fast changing or ‘less than perfect’ situations; tolerant of and calm in uncontrollable situations and circumstances.	✓		Application form/interview

Engaging communicator – written and verbal communications across wide audience.	✓		Application form/interview
Open to challenge and willing to challenge; direct; clear and persuasive; simplify complex or confusing situations into concise narrative.	✓		Application form/interview
Team builder and coach – inspires and supports others; ‘team first’ attitude.	✓		Application form/interview
Skilled in project management, strategic thinking and problem solving.	✓		Application form/interview
Excellent analytical skills – the ability to assimilate and analyse base data and provide commercially sound and viable business solutions – evidence based decision making.	✓		Application form/interview
Personal qualities			
Creative and insightful – ‘big picture’; translate goals and objectives to milestones.	✓		Application form/interview
Highly inquisitive and informed – intellectually curious, extending beyond functional area and expertise.	✓		Application form/interview
Open minded, collaborative and optimistic, yet realistic – solutions focused; broad business-based and practical perspective.	✓		Application form/interview
Respectful, professional bearing – sensitive to multi-cultural differences; build and maintain professional rapport with managers; unafraid to challenge contrary viewpoints with the tact and diplomacy.	✓		Application form/interview
Resilience and tenacity Has integrity and self-awareness. Responds constructively to challenge. Uses initiative and has a can-do attitude. Overcomes obstacles and is resilient in the face of adversity.	✓		Application form/interview
Moral purpose Has vision and a sense of what is possible. Acts as a role model, displays compassion, and engages positively with a wide range of intern and external people/agencies.	✓		Application form/interview

<p>Authentic leadership</p> <p>Has integrity and is honest. Accepts own limitations & learns from own mistakes.</p> <p>Is courageous, committed, and able to understand diverse interest groups and power bases. Shows political astuteness. Is visible and approachable. Is empathetic.</p> <p>Gives credit.</p> <p>Notices negative or unsettling emotions and acts on them.</p> <p>Inspires & motivates others.</p> <p>Coaches and takes a facilitative approach.</p> <p>Gives exposure to others. Holds others to account for poor performance.</p> <p>Encourages others to deliver on a shared purpose and takes people with them.</p>	✓		Application form/interview
Additional requirements			
Flexible to work outside normal working hours.	✓		Interview
Willingness to work flexibly, including travel and weekend and evening work	✓		Interview
Ability to drive & holds a valid UK full driving licence	✓		Application
Welsh speaking		✓	Application