



Job Description & Person Specification - Operational Leader -

Post:	Operational Leader
Service:	Housing Support and Care at Home Services
Line Managed by:	Development Manager
Salary Range:	B6 to B8 (£31,683.13 - £33,147.31) per annum
Hours:	39hours per week
Contract:	Permanent
Location:	Remote/home working with requirement to attend meetings and occasionally work at The Action Group's Prentice Centre Office in Edinburgh. Travel to this location from home is not covered.

This post requires PVG scheme membership.

Applicants who are not members of the PVG scheme should be prepared to join before commencing employment.

This post requires registration with the Scottish Social Services Council (SSSC).

Applicants who are not registered with the SSSC when starting will have 6 months in which to register. Applicants already registered with the SSSC must inform that body of their employment with The Action Group.

Main Purpose

The Operational Lead is vital in efficiently managing The Action Group's Care at Home and Housing Support Service operations for both Children and Adult Services.

This role will focus on rota management, income and expenditure and efficient processing of business-critical information. Each Operational Manager will be responsible for business-critical operations of a particular area. This includes ensuring staff schedules for the area meet the needs of those we support, comply with regulations, and uphold high standards of support delivery.

The Operational Lead also promotes staff wellbeing by ensuring rotas are planned and communicated in advance and are compliant with our rota standards. This role involves team collaboration, performance monitoring, and identifying improvement areas to enhance our operations.

1. Key Responsibilities:

Onboarding:

Working closely with the Wellbeing & Practice Lead you will ensure that new staff are onboarded in a safe and positive manner.

Have mandatory training booked in, sufficient shadow shifts are planned, are made to feel welcome in the team and ensure accurate record keeping of this process. Ensuring all mandatory training is completed within a probation period.

Rota Management:

- ⇒ Utilise the Access People Planner system to create and maintain accurate staff rotas in line with The Action Group policies and procedures and relevant legislation – e.g. working time directive.
- ⇒ Ensure sufficient coverage for all support sessions and service requirements, adjusting the rota as needed based on changes in service demand, staff availability, and regulatory compliance.
- ⇒ Rotas should be planned to support the work-life balance of our vital front-line employee's.
- ⇒ Ensuring that A/L is planned and authorised and processed correctly to meet the needs of both the People We Support and our Staff Team.

- ⇒ Supporting the implementation so that admin tasks such as A/L are effectively democratised to individuals.
- ⇒ Responsible for keeping accurate records on individual TOIL records.
- ⇒ Ensuring that contracted employees are paid accurately when working overtime to ensure compliance with NMW legislation.
- ⇒ Ensuring that all employee contracts are utilised to their full potential. Ensuring that any positive or negative toil is resolved promptly.

People Leadership:

You will be responsible for the oversight and management of our casual workers. Ensuring their availability is utilised to meet the delivery needs of the people we support.

- ⇒ Ensure training and development needs are met for all employees.
- ⇒ Supporting the use of technology systems to communicate and co-ordinate causal worker availability.
- ⇒ Lead on effective recording of staff absence. You will work collaboratively with the Wellbeing & Practice Lead to ensure that the team is proactive in managing absence and supporting staff to return to work safely and effectively.
- ⇒ You will ensure that all information relevant to staff absence is processed in accordance with Action Group policy.
- ⇒ Monitor and analyse staff performance data related to rota management and identify improvement areas.
- ⇒ Generate reports for the Senior Manager on rota compliance, team meetings, and quality conversations.
- ⇒ Collaborate with the Learning and Development team to provide necessary support or training to staff members

Financial Reporting:

Ensuring that accurate records are kept regarding team budgets and rota planning and completing Weekly Service Reports and be able to effectively report of your team's income to the Senior Staff.

Excellent skills in using Excel and working with a wide range of data to present information in a meaningful way.

Communication:

Foster effective communication and collaboration regarding scheduling and rota management with the wellbeing and practice lead and other operational staff.

Facilitate regular meetings to share updates and gather staff feedback.

Business Management:

Support the Development Manager and Senior Staff Team to ensure efficient resource allocation to service delivery.

Work with the Finance and Payroll Teams to ensure accurate billing and staff reimbursements.

Use information systems effectively for sound financial reporting.

The Operational Lead will be responsible for authoring payments for sleepovers, overtime, casual support worker and agency timesheets.

Work closely with the Wellbeing & Practice Lead to ensure that that contract changes are processed correctly and in a timely manner.

You will ensure that the funding arrangement for the People We Support are accurate and that changes are actioned promptly and communicated effectively with other internal stakeholders.

Recruitment:

Working closely with the Wellbeing & Practice Lead and Development Manager, identifying current and future recruitment needs and working with HR/Recruitment in drafting bespoke adverts specific to your team.

Recruitment will be a joint responsibility with the Practice & Wellbeing Lead. You will shortlist, interview, and carry out promotional work as required.

Risk Assessments:

You will support the Practice & Wellbeing Lead to ensure that the team has risk assessments in place where required and carry out audits of these to ensure they are up to date and accurate.

Lone Working: You will ensure that the team effectively uses People Safe to ensure the safety your team. You will also ensure that lone working risk assessments and escalation plans are regularly updated.

On Call – take part in an out of hours on call rota alongside Practice and Wellbeing Lead and Depute Practice and Wellbeing Lead.

4. General Duties (these are applicable to all The Action Group staff)

- Work in accordance with The Action Group’s Mission, Aims & Objectives, and current Business Plan.
- Manage own work time effectively.
- Keep on top of own paperwork and maintain effective and organised filing systems, as appropriate to the specific job role.
- Treat everyone with consideration and respect.
- Ensure prompt, polite, and clear communication (whether responding to a query from a member of staff or a complaint from someone we support).
- Keep up to date and comply with all applicable The Action Group policies and procedures (covering everything from personal Health & Safety to Care Commission Standards).
- Promote and respect individual rights and responsibilities at all time.
- Retain the highest standards of confidentiality, as appropriate to the specific role.
- Assist your manager and other work colleagues as appropriate and whenever possible.
- Take charge of own CPD (Continuous Professional Development) and contribute to The Action Group maintaining the Investors in People’s standards.
- Be responsible for own work life balance (e.g., taking Annual Leave at regular intervals, etc).

This job description may be amended following discussions with the postholder and with the approval of the Head of HR



Person Specification – Operational Leader

Essential Criteria

Motivation and outlook:

- A commitment to person centred practice and user involvement in all aspects of their lives and service.
- Professionalism –Being reliable, following procedures, presenting yourself appropriately, and believing in The Action Group values of choice and opportunity for all.

Skills and Experience:

- ⇒ Must be competent in using Microsoft Word, Outlook, MS Teams, and Excel.
- ⇒ Proven experience in operational Leadership, focusing on rota management and scheduling, preferably in social care or healthcare.
- ⇒ Familiarity with scheduling software, particularly Access People Planner and Access Care Planner.
- ⇒ Understanding of the social care funding environment and relevant employment laws.
- ⇒ Knowledge of relevant legislation, regulations, and best practices in social care, including workforce management and scheduling compliance.
- ⇒ Excellent organisational and time-management skills with the ability to handle multiple priorities and meet deadlines.
- ⇒ Strong analytical and problem-solving abilities with attention to detail. You will have excellent budgeting skills and be able to use tools such as Excel to a high standard.
- ⇒ Effective communication and interpersonal skills, ability to collaborate with diverse stakeholders.
- ⇒ Demonstrated leadership capabilities, ability to motivate and engage team members.
- ⇒ Flexibility and adaptability to address unforeseen challenges or changes in operational requirements.
- ⇒ Homeworking with flexibility to work some evening and weekends and be part of an on-call service for covering support out of hours.
- ⇒ At the Action Group we work with an agile approach this means that although you will be a home worker there is an expectation that you will travel to collaboration events and attend organisational events which promote and encourage connection with the wider organisational and the people, we provide a service to.
- ⇒ Leadership –Motivating, encouraging, coaching, supporting, and managing the performance of your staff members.

- ⇒ Reports and recording –Demonstrating a high standard of administration and report-writing in a timely fashion using appropriate IT resources.
- ⇒ Financial and resource management –Managing budgets and utilising staff resources effectively, including any delegated staff management activities.
- ⇒ Analysis & Decision-making –Assessing situations and making sensible decisions using all the information available to you at the time, despite pressures.
- ⇒ Planning & Organising –Being able to plan, communicate and coordinate complex activities in advance; to display excellent time management and prioritisation skills; and to alter plans when circumstances change.

Personal qualities:

Self-development –Having the desire to learn new things and constantly improve your own working practice.

Working in Partnership –Working effectively as a team, plus negotiating, and sharing information with internal and external stakeholders (e.g., carers, social workers, internal TAG departments) as required.

Building & Maintaining Relationships –Demonstrating the ability to develop trusting relationships with others. It can only be done through active listening, effective communication, and respect for other people.

Empowering People –Being able to support others in a practical way whilst respecting their needs, choices, and dignity. It also includes providing appropriate motivation, encouragement, and constructive feedback.

Other requirements:

- Ability to complete SVQ 3 in Care within twelve months of taking post, or to be the holder of an equivalent qualification. In addition, the post holder must complete the Supervisory Professional Development Award within a further six months of starting in post, or achieving the SVQ, whichever is later.
- Willingness and ability to register with the SSSC as a manager and with this to show evidence of continuous professional development directed by both self and organizational need.