CASA
CARE AND SHARE ASSOCIATES

Job Description: Operations Support Manager

This job description is a statement of the core duties of the Operations Support Manager. It is not an exhaustive list. The Company may revise this job description to meet the needs of the business and reserves the right to require you to perform other duties from time to time.

Job Purpose - This role will provide operational support to the portfolio of CASA branches, at the direction of the Operations Director. You will work alongside CASA branch managers and other branch staff to drive through the implementation of branch action and improvement plans. Line managed by CASA's Operations Director, you will work to support the delivery of plans agreed by CASA Exec to ensure CASA's strategic goals and objectives are met/exceeded.

Your role will primarily focus on securing and improving CASA's commercial performance. Culturally you will be joining a 'can do' rapidly evolving employee owned social enterprise which is enjoying significant growth, innovation and leadership within the domiciliary care arena.

On occasions, you may be asked to step in to cover the absence of a CASA branch manager.

Main Tasks & Duties

Support the implementation of CASA's business strategic plans and policies.

Develop and maintain good working relationships with all branch managers and other branch members of staff

Support the implementation of branch improvement plans

Support the implementation/mobilisation of new products and services

To support the preparation of tenders

Any other reasonable duties as requested by CASA's Operations Director.

Autonomy - You will be responsible for the implementation of plans set out by CASA's Operations Director

Relationships - Internal – you will be line managed by CASA's Operations Director.

External: Frequent interaction and relationship building with CASA Branch Managers and their support staff. You will be expected to join local delivery teams, and provide co-ordination and operational support for the implementation of agreed development and improvement plans.

Lines Of Accountability – You will be a line managed by the Operations Director, and accountable to CASA's Executive Management Team. You will participate in CASA's routine Branch Operations Meeting.

Working Patterns - Your office base will be in the North West.

On occasions you will be asked to undertake significant travel and will need to be able to work away from home/overnight stays for short periods of time.

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PERSON SPECIFICATION

	QUALIFICATIONS	
	Degree level or equivalent relevant qualification	Desirable
	EXPERIENCE	
	Experience of business management in care and support services	Essential
	Experience of managing profit & loss	Desirable
	Management of multi-site operations including staff management	Desirable
	Managing a domiciliary care branch	Essential
	SKILLS	
	Excellent communication skills, both written and verbal.	Essential
	Able to effectively manage conflicting and competing priorities	Essential
	Able to understand and interpret management accounts	Essential
	Excellent interpersonal skills.	Essential
	Excellent marketing skills	Desirable
	Ability to co-ordinate action plans	Essential
	KNOWLEDGE	
	Understanding of the social enterprise concept.	Desirable
	Understanding and knowledge of the social care and support market in the UK	Essential
	Commitment to employee ownership and engagement	Essential
	PERSONAL CHARACTERISTICS	
	Strong on detail and a 'completer/finisher'.	Essential
	Passion for people, organisation and provision of quality services.	Essential
	Tactful and diplomatic approach to others.	Essential
	Positive and enthusiastic about the business.	Essential
	Committed to continuous improvement of service and systems.	Essential
	Committed to personal development of self and others.	Essential
	OTHER REQUIREMENTS	
	Able to work flexibly including, working away from home, evenings and weekends.	Essential

	Driving licence and access to a car.	Essential