



Job Description and Person Specification

Head of Operations

POST: Head of Operations
LOCATION: Keighley/Sheffield/Doncaster
GRADE: 7b; £36,580.01 FTE per year
HOURS: Full-time, working 35 hours per week

Purpose of the Role

The Head of Operations will provide operational leadership across day-to-day service delivery within a defined geographical area, ensuring services are safe, compassionate, effective and responsive to the people and communities they support. The role will champion a person-centred, values-led approach, ensuring that contractual and performance requirements enable, rather than overshadow, the delivery of meaningful and positive outcomes for people affected by drug and alcohol use, harm from gambling, homelessness or other complex needs.

Reporting to the Director of Operations, the postholder will lead the local Operational Leadership Team (OLT), line manage Team Leaders and frontline staff across multiple contracts and work collaboratively to ensure that services meet their contractual, quality and performance requirements. Linking in with the Head of Operations across the organisation to lead the wider Operational Leadership Team.

The Head of Operations will create an environment in which people accessing services and the workforce feel valued, heard, respected and supported. They will promote a culture of compassion, inclusion, learning and reflective practice, recognising that positive outcomes for people accessing services are closely connected to the wellbeing, development and support of the teams delivering them.

Ultimately, the Head of Operations will ensure that services within their geographical area are safe, high-quality and values-led, while nurturing confident and empowered teams to deliver meaningful outcomes and experiences for people affected by drug and alcohol use.

Key Responsibilities

- Provide operational oversight across services and multiple contracts within the designated geographical area, ensuring that delivery remains safe, effective, compassionate and operates in the organisation's values.
- Lead the local Operational Leadership Team (OLT), working collaboratively with fellow Heads of Operations across geographical areas to promote a consistent, values-led approach and contribute to organisational success.
- Work alongside the Director of Operations to ensure contractual, performance, quality and financial requirements are met in a way that supports positive outcomes and experiences for people accessing services.

- Translate organisational and contractual priorities into clear, meaningful operational objectives, ensuring teams understand not only what needs to be achieved, but why it matters to the people and communities we support.
- Ensure effective communication and collaboration across contracts, encouraging consistency, shared learning and best practice while recognising and responding to the specific needs of each service.
- Provide visible and effective leadership and line management to the Delivery Management Team, Team Leaders and frontline workforce.
- Act as the operational lead for safeguarding, risk management and incident management across the geographical area, ensuring that the safety and wellbeing of people accessing services and staff remain central to decision-making.
- Ensure that quality and performance processes are used constructively to support learning, improvement and better outcomes rather than simply measuring activity
- Build and maintain, collaborative relationships with commissioners, funders, partners and other stakeholders, representing the organisation with integrity and ensuring that relationships are built around shared values and positive outcomes.
- Work alongside the Director of Operations to ensure existing and future services reflect local need, contractual requirements and the strategic direction of the organisation.
- Ensure the voices of people accessing services inform service development and operational decision-making.
- Ensure contractual and performance requirements are understood and achieved and reports provided to the Director of Operations on multiple contracts.
- Work alongside the Learning and Development Manager to identify workforce development needs and develop and implement an effective training programme across the service.

Project 6 is committed to being a safe, healthy, and non-discriminatory employer. You will need to abide by and role model our code of conduct, health and safety and HR Policies.

PERSON SPECIFICATION

Listed below are the knowledge, experience skills and values you'll need to do this job, we will assess these through your application or through tests or interviews after shortlisting.

Knowledge	Method
N/SVQ level 3/degree in Health and Social Care or significant equivalent experience. Or Qualification in substance use treatment/support or significant relevant experience.	Application
Practical Knowledge of the challenges facing people who have difficulties relating to drug or alcohol use	Application Assessment
Experience	
A minimum of one year's experience of supporting individuals or groups affected by alcohol and/or drug use, or relevant lived experience of these challenges.	Application
A minimum of one year's experience of providing therapeutic services to people experiencing difficulties with their use of substances.	Application and Assessment
Effectively using technology to manage a caseload and support individuals.	Application
A minimum of two years' experience of managing a team.	Application
Experience of managing premises, a site or an office base.	Application
Skills	
Ability to effectively manage conflict	Assessment
Ability to prioritise and support a complex caseload	Assessment
Effectively supervision and leadership skills	Assessment
Values	
A firm belief that all people matter	Assessment
An evidenced belief that everyone can change	Assessment
A track record of delivering on your commitments	Assessment
A personal commitment to equality, diversity and Inclusion	Assessment