

# Recruitment pack

## Operational Manager

Advertised: 10th of April 2024

Closing date: 29th of April 2024



Key is handling the appointment to this post directly and so won't be accepting applications via agencies or recruiters.



“ I never thought that after a day's work I'd feel so fulfilled and proud of what I did that day, making a change to someone's life in small simple ways.”



# Welcome

Thank you for taking the time to explore this opportunity with Key and our partner organisation Community Lifestyles.

Our workforce is committed, compassionate and talented. If you join us, you join an extraordinary community of people who will inspire you every day. We're here for those we support - and their families and friends - and for each other.

If you're someone who puts others first, then you will love this role.

Providing operational and strategic leadership you will join our small team of Operational Managers with overall responsibility for our services across Scotland. You will ensure high quality, individualised support that delivers upon greater choice and control for the people we support and their families.

To enable this, you'll be thinking carefully about relationships, wellbeing and collaboration, whilst demonstrating resilience, compassion and kindness every step of the way.

If you're ready for an amazing challenge, then we would love to hear from you.

If you have any questions or you would like to have an informal conversation, please drop our Director of Support, Jean, an email via [jean.ramsay@key.org.uk](mailto:jean.ramsay@key.org.uk)





## Introducing Key & Community Lifestyles

**At Key and Community Lifestyles, we provide person-centred support to over 2,000 disabled people, across 17 Scottish local authorities, to enable them to lead full, active lives in their own homes and communities.**

The people we support have a wide range of life experiences and needs, from young people still at school through to people in their 90s.

Our approach, therefore, is about working in partnership with the person, and the important people in their life, to build flexible, responsive support which is focused on them achieving what they want from life.

Support is provided by small teams of people who know people and their support needs well and can build warm caring relationships with them and their family.

Key is also a Registered Social Landlord (RSL) with over 700 homes across Scotland specifically designed

for disabled people and those with long term support needs. Our tenants may get their support from Key or from other social care support providers.

Together with our subsidiary Community Lifestyles, we employ just over 2000 staff (with a relief register of another 500 workers), the majority of whom are directly involved in either providing, organising, or managing support. Around 74% of our workforce are female and our teams deliver over 68,000 support hours per week.

We are passionate about Self-Directed Support (SDS) and firmly believe that the principles underpinning this legislation can deliver upon greater choice and control for all people who use social care supports.

We currently support around 1,000 people with individual budgets and have a wealth of experience in working alongside people to creatively, flexibly, and effectively use their resources to live life to the full.

## Participation and TAG

**Our roots are central to who we are. The foundations of our organisation were laid by a passionate, committed group of parents who, at a time when home for many disabled people was a long-stay institution, believed that their sons and daughters had the right to lead a full life in their own communities, close to families and loved ones.**

We hold true to these original values today. Our board is inclusive; bringing together unpaid carers, people we support, and people with a professional interest in what Key do, to work alongside the senior team in guiding the work of our organisation and ensuring it is grounded in the experiences of disabled people and their families.

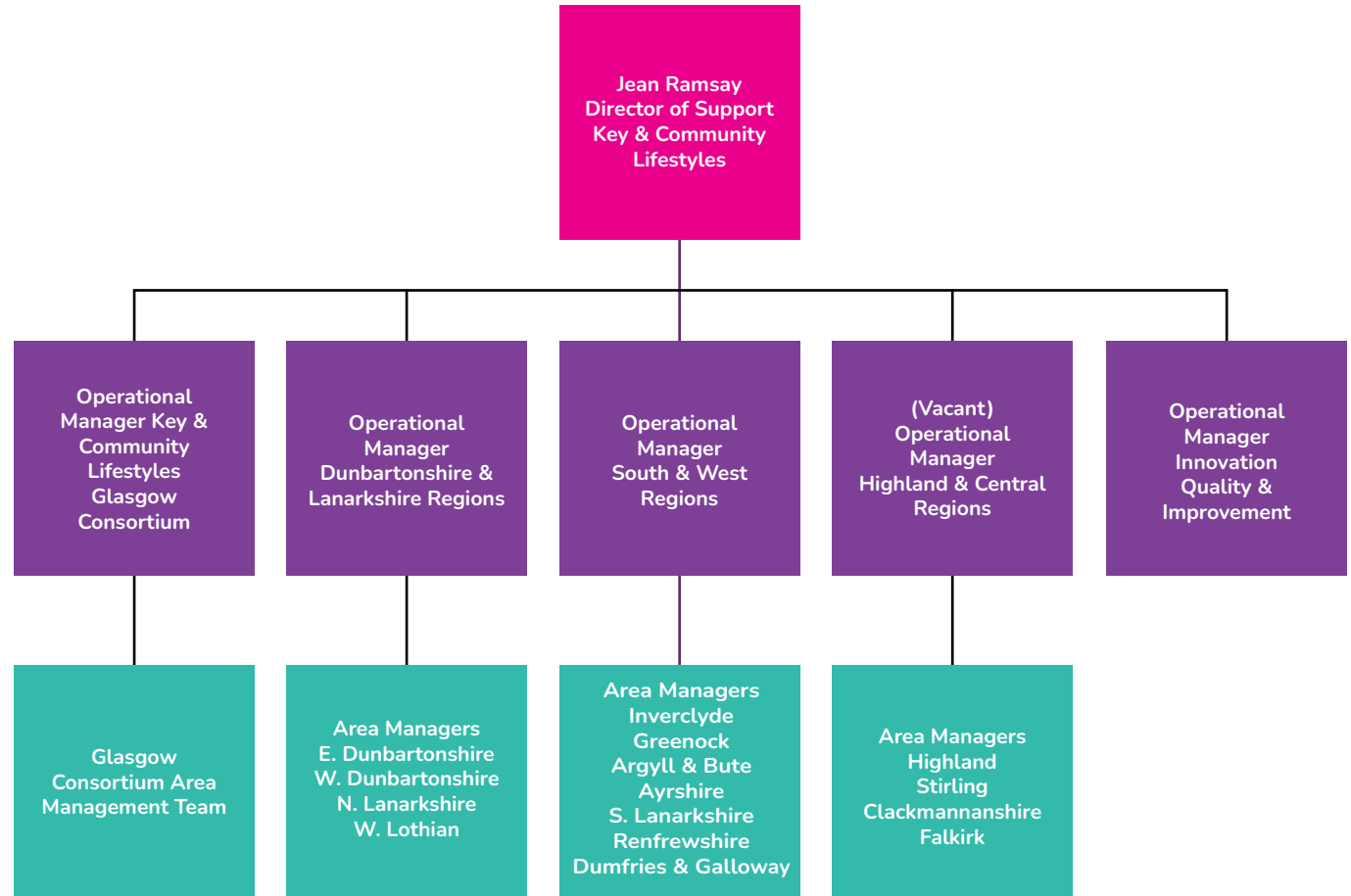
The inclusion of people we support is fundamental to our organisation and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people. Through our partnership with TAG, disabled people have direct input to developing our organisational priorities, our governance structures and ensuring the quality of our support.

# About the role

Our senior operational team is supported by the Director of Support and includes:

- **Operational Manager – South and West regions**
- **Operational Manager – Central and Highland regions (this vacancy)**
- **Operational Manager – Lanarkshire and Dunbartonshire regions**
- **Operational Manager – The Glasgow Consortium**
- **Operational Manager – Innovation, Quality and Improvement**

Each Operational Manager works closely with a number of Area Managers who have overall responsibility for our services in one or more local authority.



As an Operational Manager you will generally work from our Glasgow office, but there will be regular travel to the regional bases where our Area Managers work for a range of meetings and visits. We believe it is important that we are available and accessible to the people we work with and those we support. Our culture encourages relationship based, positive, face-to-face engagement.

That said, we recognise the benefits of being flexible as an employer, and so we are able to offer an element of hybrid working on a non-contractual basis. It is something we're happy to chat about during the interview process.

Actual geographical areas of responsibility may change occasionally, in line with operational requirements but this primarily relates to areas within the central belt.

# Job description

Let's take you through the details of the role, with our job description. There are two broad themes.

## Operational Management & Development

- Direct line management and supervision of Area Managers and other managers
- Ensuring that Key and Community Lifestyles support services meet all legal, contractual and regulatory requirements
- Developing and strengthening relationships with commissioners and partners to deliver great services for people we support
- Supporting Area Managers, and other managers as required, to respond to new initiatives and local development opportunities and build local capacity to respond to requests for personalised services
- Contributing to tender and framework opportunities
- Ensuring that all operational systems, policies and procedures are fully implemented, and that best practice is maintained throughout Key and Community Lifestyle's support services
- Working in partnership with the Head of Human Resources on staffing matters including ensuring safe and fair recruitment and dealing with matters of staff conduct
- Working in partnership with the Head of Staff Development to ensure support staff and managers are suitably trained and qualified
- Working in partnership with the Director of Support, Director of Finance and Director of Corporate Services to ensure sound and efficient financial management in all services
- Liaising with Director of Corporate Services on matters of housing management in relation to supported tenants

## Quality & Practice Development

- To promote, develop and sustain effective working relations with the Care Inspectorate and support managers with all aspects of inspection and regulation
- Supporting the development and implementation of a robust quality assurance framework and taking a lead role in the on-going monitoring and improvement of operational activity to ensure compliance with policy, practice, and regulatory requirements
- Contributing to the development of processes for stakeholder feedback and consultation that promote genuine involvement and participation
- To be the main liaison for any Care Inspectorate complaints, ensuring timely responses and monitoring overall activity. This may include supporting Area Managers with effective complaints resolution, contributing to investigations and producing investigatory reports at the conclusion of the enquiries
- Contributing to strategic planning and internal and external communication processes to ensure that the ethos and vision of Key and Community Lifestyles is understood throughout Scotland
- Representing Key and Community Lifestyles effectively in a variety of external working groups and ensure high quality relationships with relevant external agencies
- Keeping up to date with research and changes in relevant legislation, guidance, regulation, or practice standards to inform best practice and best use of resources



# Person specification

This role is incredibly important to our organisation. Here's what we're looking for:

## Leadership & culture

- A serious commitment to our work and our values, with a rights-based, person-led approach to everything you do
- Warmth, integrity, confidence and enthusiasm; someone who develops positive relationships and leads through collaboration and partnership
- Solution focused, thoughtful, resilient, with excellent listening and problem-solving skills

## Skills & experience

- Senior leadership experience in an organisation of a similar nature
- Proven and significant experience at a senior management level of successfully leading and supporting diverse teams (minimum of 5 years)
- Experience in developing person centred social care services and a serious commitment to self-directed support

## Decision making

- Skilled judgement and well-honed decision making skills
- Excellent written/oral communication and analytical skills
- Excellent analysis, understanding and awareness of the environment in which we work





## What you'll receive

- Full time (35 hours per week), permanent role
- Salary - £65,874 to £69,075, plus an essential car users allowance
- Annual leave - 33 days plus five public holidays per year
- Defined contribution pension and occupational Sick Pay
- Employee Assistance Programme offering free confidential counselling, advice and support
- Cycle to Work Scheme
- Free access to Occupational health Support
- Credit Union Membership
- Blue Light Card/Blue Light Ticket registration which offers a range of discounts and saving

## What our staff say about us

Our staff are an incredible group of people. We regularly engage with them to understand how they feel about their job.

The good news is that feedback is consistently positive. Let's take a look at what some of them have said when asked what's the best thing about working for our organisation.

95%+  
Of staff survey respondents said they were proud to work for us

- “ Seeing the people we support happy and working towards the outcomes which are person centred round their choices and wishes.”
- “ Feeling that I am valued and able to make a difference in people's lives.”
- “ Helping individuals to live as full a life as possible and knowing I can make a difference to that person's life for the better”
- “ I love doing my job and the network of people who we support everyday.”



## How to apply

Complete our **application form**, personalised for this specific role and requirements - tell us how you meet the person specification and what you're good at.

Complete an **accessible role profile** - this will be provided to people we support as part of the recruitment process

We expect interviews to take place in Glasgow on 20th May and 24th May 2024.

### We are a disability confident employer

As a Disability Confident Employer, we very much welcome applications from disabled people. We do not request information about specific health conditions or impairments at this point in the recruitment process. However, we commit to interview all disabled applicants who meet the minimum criteria for this role.

The Equality Act (2010) indicates that:

A disabled person is defined as someone with a physical or mental impairment that has a 'substantial' and 'long-term' effect on their ability to do normal daily activities.

If you are a disabled person and wish to inform us of this so that we can fulfil this commitment to you, **please indicate this in your email when you submit your application.**

Send your application to [jobs@key.org.uk](mailto:jobs@key.org.uk)

The closing date is **29th April 2024.**

