



## JOB DESCRIPTION

<b>Job Title</b>	Deputy Head of Operations
<b>Responsible to</b>	Head of Operations
<b>Responsible for</b>	Operational Project Managers
<b>Hours</b>	Full time permanent, 35 hours per week
<b>Service</b>	Operations
<b>Location</b>	Based in South East London
<b>Salary</b>	£38k, rising to £40k on completion of 6 months' probation

### Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity in South East London. We provide a service to people who have mental health issues and who need support with their housing and holistic wellbeing. QVT currently provides homes to approximately one hundred and sixty people in South East London. Our range of support both on and off the premises helps each individual client to maximise their independence.

### Job Purpose

QVT are in a period of expansion and the next five years will see the organisation grow rapidly. As well as increasing our reach we want to increase the quality of the services we provide to our clients. We need a talented, forward-thinking Deputy Head of Operations to support the Head of Operations to achieve the goals of our strategic plan and make QVT outstanding in every area.

### Main Responsibilities

- Support the Head of Operations with the smooth delivery of multiple projects
- Support with development and implementation of high quality existing and new services in line with the organisation's strategy for development and growth
- Contribute to strategy formulation with the Senior Leadership Team
- Act on audits from the Quality Assurance Manager ensuring improvements are actioned
- Regularly review goals on our client database Inform, ensuring all clients are working towards person-centred goals that promote wellbeing and independence
- Oversee the re-design of the Activities Department to include development and management of a Client ETE programme
- Ensure that grant-funded income is reported accurately and promptly
- Assist in updating and creation of organisational policies and procedures which align with organisational strategy
- To manage and deliver supervision to Operational Managers as required
- Attend meetings as required
- Take part in on-call management rota
- Constantly monitor operational service delivery and suggest areas for improvement



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- Ensure regular feedback is collected from clients, staff and other stakeholders
- Ensure quality services are delivered in a legal, regulatory and contractually compliant manner and use management information to review standards and identify improvements
- Raise Quo Vadis Trust's profile, build on existing networks and ensure contacts are developed to benefit new and existing customers. This will include establishing and nurturing relationships with Commissioners, NHS services, housing professionals and other external stakeholders
- Ensure incidents are promptly reported and investigations are promptly initiated where required
- Participate in business development activity, which may include identifying business opportunities, gathering information for tender submissions and attending tender presentations
- Lead the on-call service and report on trends, initiating action where necessary, in order to manage resources and incidents
- Carefully monitor incident reports and ensure any follow up actions are completed promptly
- Deputise for the Head of Operations as required.
- Undertake any other reasonable duties required from time to time such as will progress QVT's business

**This job description is as it is presently constructed. This will be reviewed periodically and at each annual appraisal to ensure that the job description fully reflects the responsibilities of the job. It will be updated and amended in keeping with service changes and developments.**



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**PERSON SPECIFICATION**

<b>Job Title</b>	Deputy Head of Operations
<b>Department</b>	Operations

<b>Qualities</b>	<b>Essential or Desirable</b>	<b>Method of assessment</b>
<b>Education</b>		
Numerate and Literate to GCSE or equivalent in English and Maths	E	Application form Test
Professional qualification relevant to the role	E	Application form Interview
<b>Experience</b>		
Significant leadership and management experience of multi-site social care services	E	Application form Interview
Experience and knowledge of the provision of services to people with mental ill health and complex needs	E	Application form Interview
Familiarity with all business functions including HR, finance, supply chain and IT	E	Application form Interview
<b>Knowledge</b>		
Knowledge of the management of social housing	E	Application form Interview
<b>Skills/Abilities</b>		
Able to communicate effectively verbally and in writing to a range of audiences	E	Application form Test
Able to demonstrate good computer skills and a proficiency with Microsoft packages	E	Application form Interview
Able to carefully plan and organise workload	E	Application form Interview
Ability to form effective teams and ensure that they achieve set responsibilities in accordance with deadlines	E	Application form Interview
Punctual and able to deliver work in a timely manner	E	Application form Interview
Proactive and constantly looking for new ideas and better ways of working	E	Application form Interview
A good listener who values learning from others and responds openly and constructively to feedback	E	Interview
Flexible and adaptable	E	Interview
Problem-solving aptitude	E	Interview
<b>Other relevant criteria</b>		
Willingness to undertake further training	E	Application form Interview



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Be prepared to work unsociable hours in accordance with 24/7 service	E	Interview
Has Enhanced DBS clearance	E	DBS Check
Full, clean UK Driving Licence with access to own vehicle	E	Application form

**Instructions:**

If more than the required number of applications pass the minimum shortlist score, only the required number of applicants will be interviewed. However, should any candidate who suffers from a disability meets the minimum shortlist score, they will automatically be invited to attend an interview, which may mean interviewing more than the required number of candidates.