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| *JOB DESCRIPTION:* Operational Manager - The Association for Fostering and Adoption (AFA) Cymru  |
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| **Job Profile**

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| **POST** | Operational Manager - The Association for Fostering and Adoption (AFA) Cymru  |
| **TERM OF POST** | **Full Time**  |
| **SALARY**  | £45,859 - £48,847 |
| **SCALE POINT** | Scale 42-45  |
| **HOURS** | **37 hours per week** |
| **ACCOUNTABLE TO** | **Deputy Director**  |
| **LINE MANAGER** | **Service Manager – AFA Cymru**  |
| **BASE** | **Abercynon (AFA has a flexible approach and is able to support remote / home working)** |
| **TRAVEL** | **Essential car user** |
| **Head Office** | **St David’s Children Society, 28 Park Place, Cardiff, CF10 3BA** |
| **APPROVED**  | October 2020 |

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| **ST DAVID’S VALUES**  |
| St David’s Children Society is a registered and approved voluntary adoption agency covering the geographical region of Wales. The person who holds this position is expected to be familiar with and have regard to the Vision, Mission and Values Statement of St. David’s Children Society and work within that framework. He or she must be prepared to operate within the ethos of the charity. |
| **LEADERSHIP BEHAVIOURS**  |
| ***Being Strategic*** * Has a good awareness of the strategic business plan along with how they and their team can contribute to its development.
* Build positive relationships with internal and external stakeholders.
* Builds and shares knowledge and learning of relevant areas of work and developing trends and shares this appropriately.
* Supports all staff to build and use their learning and knowledge to identify opportunities for further developments and effective ways of working.
* Has awareness of and uses a variety of approaches to support staff through developments and change implementation.
* Is able to acknowledge and learn from issues and mistakes in order to develop and initiative necessary changes.

***Internal and External Engagement**** Communicates effectively and regularly, ensuring staff are praised for good work and given opportunity to acknowledge and develop areas for improvement.
* Actively listens, shows respect, seeks to understand, and shows acceptance of alternative of different views, opinions, ideas and approaches to working.
* Willing invests time and focus on team to build and maintain common focus and team commitment and unity.
* Offers coaching, mentoring and time to supporting others in their development.
* Communicates regularly and effectively with the team, sharing organisation wide messages in meaningful and effective ways.
* Role models new ways of working.
* Role models the ethos and values of the organisation.
* Actively and authentically respects equality of opportunity and inclusivity and ensures it is respected by other.
* Role models creativity of thinking and collaboration and encourages this within the team.

***Being Effective**** Focusing on priorities and expectations through positive, inspiring and consistent messaging draws the best from staff.
* Effectively manage, support and appropriately stretch staff to deliver objectives.
* Ensure objectives are SMART and linked to the organisation business plan.
* Generate opportunities for staff and all people we work with to contribute to organisations working practices and opportunities for development.
* Mentor and coach staff in achieving their goals.
* Devise plans to support and direct in the improvement of performance.
* Transparently tackle underperformance within the team, leading by example in terms of expectations.
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| **THE ROLE**  |
| To be responsible for the operational development and delivery of the AFA training and consultancy programme in Wales. To contribute to the development of AFA services, both individually and through joint initiatives and to represent and promote AFA /St. David’s aims and objectives through the provision of a range of services suited to national, regional, and local needs. |
| **KEY TASKS** |
| **Operational management lead*** To provide operational management and leadership for AFA Cymru.
* Responsibility for measuring progress v agreed outcomes and review as required.
* Line Management responsibility for trainer consultants and measuring agreed income generation targets v budget
* Conduct supervision and appraisal in line with agreed policies / procedures
* Administer the commissioning of services and allocation of work as appropriate
* To ensure offer remains relevant and current by working with the Director AFA, key stakeholders and commissioners of services
* Actively develop and deliver training services and deliver on agreed income generation targets.
* To creatively devise ways of helping agencies identify their training and consultancy needs which may include any aspect of the agency's child care policy, practice and organisation.
* Allocate and Facilitate special interest groups
* To work with the Senior Operational Manager and AFA team in the planning and organisation of conferences, seminars and workshop programmes in Wales and within the programme to take responsibility for the decisions relating to the content and delivery of material in relation to specific events.
* To provide consultancy as determined by needs of commissioner, particularly in relation to adoption, fostering and other child care related services.
* To advise key stakeholders on the implementation of new legislation, regulations and statutory guidance as directed by Welsh Government.
* To undertake agreed evaluation of all training and collate feedback in the agreed AFA format.
* To be aware of national and regional trends in fostering and adoption to enable a contribution towards practice notes and research in this area.

**Shared Professional Responsibilities*** To participate in national and regional working parties as requested by the Director AFA Cymru.
* To provide quality information and advice on adoption, fostering and related services to agencies, the media and members of the public.
* To organise and/or contribute to specific programmes, campaigns or projects which could assist in the development of child care services within Wales.
* To be responsible for the development and servicing of such advisory groups, specialist committees and working parties as are necessary to serve member needs.
* To produce promotional material, as appropriate.
* To facilitate and respond to consultation documents circulated by the Welsh Government through collation of member responses or Special Interest Group representation or a via AFA / St. David’s working party.
* To maintain expert knowledge of all relevant legislation and guidance in accordance with Welsh Government Policy together with an understanding of child development, group process, adult learning theory and relevant research findings.
* Any other duties that may reasonably be required from time to time.

**Administrative Tasks*** With administrative staff, to maintain effective systems of administration for the services provided from/by AFA to have responsibility for the financial planning of individual seminars & workshops; to monitor and record income generation incurred resulting from training and other services provided by the post.
* To share responsibility for establishing and maintaining monitoring systems, including the keeping of statistical records.
* To share responsibility for the income and expenditure through a general regard for proper financial economy.
* To assist the senior and regional administrator in ensuring that invoices are raised for services provided, financial accounts maintained and budgets adhered to.
* To contribute to planning and review systems.
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| **KEY EXPECTATIONS**   |
| * To work in a manner which is in keeping with the equal opportunities and anti-oppressive practice standards of St. David’s Children Society
* To adhere to Health and Safety regulations and maintain a safe working environment
* To work accountably within all the organisation’s policies and procedures, including acceptable usage of IT, Confidentiality, Data Protection and Equal Opportunities.
* To abide by the Social Care Wales Code of Practice for Social Workers, including post registration training and learning
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| **CONFIDENTIALITY** |
| It is expected that all St. David’s employees will understand that our work is confidential and that personal details must not be divulged to members of the public. This obligation will continue indefinitely even after termination of employment.  |
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| **QUALIFICATIONS AND EXPERIENC** |
| The post holder will be expected to demonstrate his or her suitability for the post. See Person Specification for full details.**PERSON SPECIFICATION: TRAINER CONSULTANT** |

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| **PERSON SPECIFICATION***(To be read in conjunction with the Job Description)* |
| **POST** |  **Adoption Manager**  |
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| **1** | **QUALIFICATIONS**(E = Essential D = Desirable) | **E** | **D** | **Evidence to be derived from** |
|  | * Educated to degree standard
 | ✓ |  | Application Form |
|  | * A recognised professional qualification in social work
 | ✓ |  | Application Form |
|  | * Registered with the Care Council in Wales
 | ✓ |  | Application Form |
|  | * PGCE qualification
 |  | ✓ | Application Form |
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| **2** | **EXPERIENCE**(E = Essential D = Desirable) | **E** | **D** | **Evidence to be derived from** |
|  | * Experience of staff management, development, supervision, appraisal
 | ✓ |  | Application Form  |
|  | * Considerable experience of direct training and accompanying evidence of training achievements.
 | ✓ |  | Application Form |
|  | * Ability to devise, organise, present and evaluate training material.
 | ✓ |  | Application Form |
|  | * Experience in child care practice and demonstrable knowledge and understanding of the law relating to fostering, adoption and child care law in Wales
 | ✓ |  | Application Form  |
|  | * Experience of working within an agreed budget
 | ✓ |  | Application Form |
|  | * Experience of working within the voluntary sector
 |  | ✓ | Application Form/Interview |
|  | * Understanding of income generation targets
 |  | ✓ | Application Form/Interview |
|  | * Experience of project management
 |  | ✓ | Application Form/Interview |
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| **3** | **KNOWLEDGE / SKILLS**(E = Essential D = Desirable) | **E** | **D** | **Evidence to be derived from** |
| **COMMUNICATION** |
|  | * Is able to communicate effectively with teams to harness service delivery in line with agreed outcomes
 | ✓ |  | Application Form/Interview |
|  | * To effectively transfer key and complex information to a wide audience adapting the style of communication as necessary and ensuring that this information is understood.
 | ✓ |  | Application Form/Interview |
|  | * Excellent and accurate standard of written and verbal communication
 | ✓ |  | Application Form/Interview |
| **Customer Service and Support** |
|  | * Understands customer needs and provides customer satisfaction. Is able to give timely advice in response to enquiries from customers.
 | ✓ |  | Application Form / Interview  |
| **Planning & Organising** |
|  | * Workload delivered within deadlines and to agreed standards.
 | ✓ |  | Application Form / Interview  |
|  | * Makes medium term plans for area.
 | ✓ |  | Application Form / Interview /Test |
| **Teamwork** |
|  | * Has the ability to lead motivate teams to optimise outcomes for service users
 | ✓ |  | Application Form /  |
|  | * To work effectively as part of a team. Covers others and has consideration of others needs and skills.
 | ✓ |  | Application Form / Interview / |
|  | * Acts in a supportive manner to the team.
 | ✓ |  | Application Form/Interview |
| **Problem Solving & Decision Making** |
|  | Understands and is aware of the range of options available in new or unfamiliar situations and is able to select the appropriate course of action to produce a logical, practical and acceptable solution.  | ✓ |  | Application Form |
| **Influencing, Persuasion & Negotiation Skills** |
|  | * Capacity to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.
 | ✓ |  | Application Form / Interview / |
|  | * Negotiates difficult agreements with wide impact.
 | ✓ |  | Application Form/Interview |
|  | * Is able to influence or persuade functional stakeholders and other members of staff who are not in team.
 | ✓ |  | Application Form / Interview / |
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| **4** | **ATTITUDES & VALUES**(E = Essential D = Desirable) | **E** | **D** | **Evidence to be derived from** |
| **Adaptability/ Flexibility** |
|  | * Is receptive or contributes to new ideas and approaches and adapts accordingly.
 | ✓ |  | Application Form/Interview |
|  | * Ability to handle conflicting priorities, and deal with unusual incidents.
 | ✓ |  | Application Form/Interview |
| **Continuous Improvement** |
|  | * Looks to improve efficiency and quality of service of own area via input to procedures and processes.
 | ✓ |  | Application Form/Interview |
|  | * Keeps own skills up-to-date and develops a depth or breadth of knowledge in a particular area through learning.
 | ✓ |  | Application Form/Interview |
| **Creative & Analytical Thinking** |
|  | * Combines fairly complex ideas or processes or rapidly evolving ideas and situations. Adapts others ideas and makes them relevant to AFA Strategy / St. David’s.
 | ✓ |  | Application Form/Interview |
| **Strategic Thinking** |
|  | * Identifies best practice and applies to area. Analyses ideas and assists in the strategic direction of AFA / St. David’s Has an awareness of AFA /St. David’s strategy and own place within it.
 | ✓ |  | Application Form/Interview |
| **Personal qualities** |
|  | * Commitment to the implementation St. David’s equal opportunities policies and procedures.
 | ✓ |  | Application Form/Interview |
|  | * Desirable: The ability to communicate in Welsh or a commitment to learning Welsh
 | ✓ |  | Application Form/Interview |
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| **5** | **MISCELLANEOUS**(E = Essential D = Desirable) | **E** | **D** | **Evidence to be derived from** |
|  | * Ability to speak Welsh
 |  | ✓ | Application form  |
|  | * Post based in Abercynon but should demonstrate a willingness to travel throughout Wales including occasional overnight stays.
 | ✓ |  | Interview |