

General role information

Job Title:	Deputy Operations Manager
Reporting to:	Operations Manager
Salary Band:	Band 14
Notice period:	3 Months
Budget Responsibility?	No
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	Yes
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes

About MSI Reproductive Choices

At MSI Reproductive Choices we are unapologetically pro-choice. We believe that every woman has the right to make choices about her own body and her own future. As one of the world's leading providers of contraception and safe abortion care, we give women the means to do so. Our team members, working across 37 countries, provide high quality, safe services to women, when and where they need them. Because when a woman can determine her own future, she can contribute to creating a better, more sustainable future for everyone.

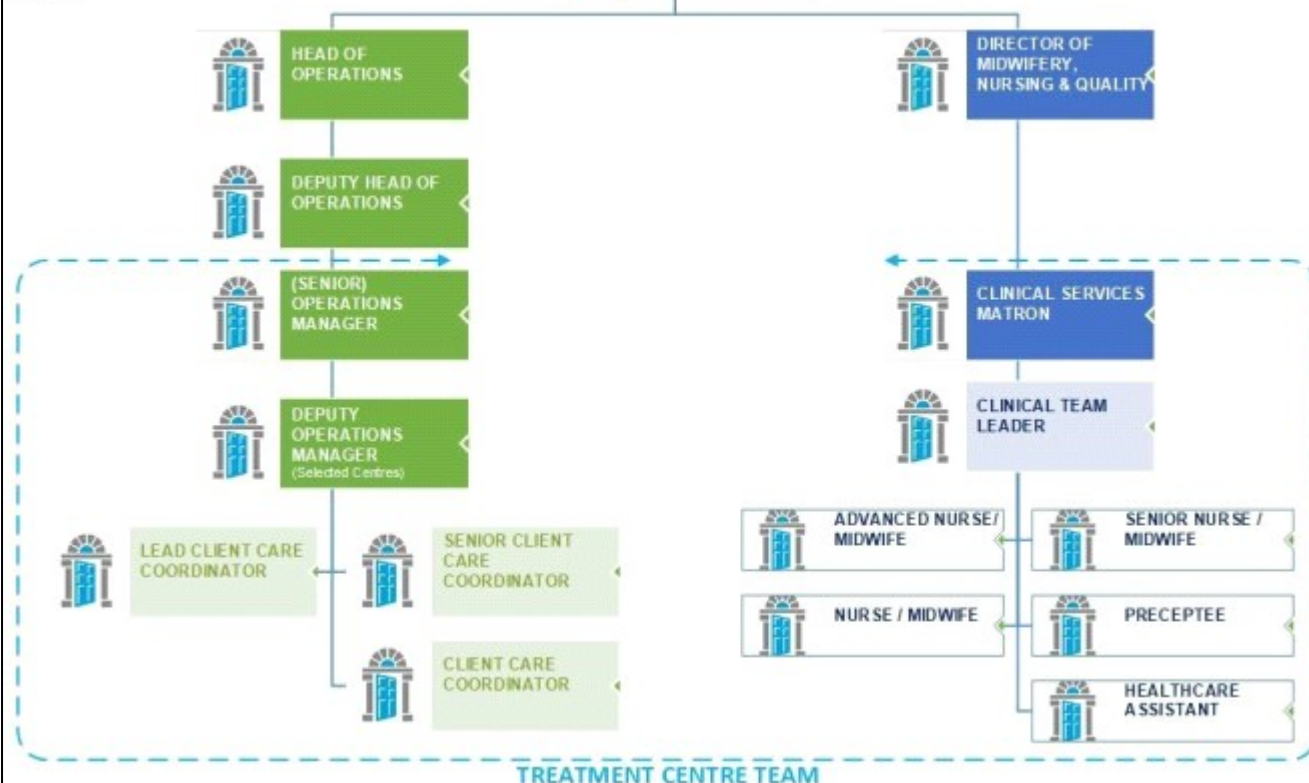
MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.

The department/team

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we are always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide

feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org



The role

Reporting to the Operations Manager, the Deputy Operations Manager will be responsible for providing leadership to their Treatment Centre Operations team to ensure a consistent safe and sustainable service in all Treatment Centres and associated services within their cluster.

The Deputy Operations Manager role is based in our larger centres and is a role for those colleagues who have the aspiration and potential to be appointed to the Operations Manager role.

The post holder will deputise for, and work closely with, their Operations Manager to ensure that the operational priorities in their cluster are aligned to the overall organisational priorities delivered through a clear focus on safety, client experience & sustainability.

All Deputy Operations Managers will be required to work cohesively with the Operations Management team and other departments to support each other to deliver the overall organisational objectives, ensuring we consistently deliver a safe and sustainable service.

Role summary

1	Management	<ul style="list-style-type: none"> Line manage Operations Team 	<ul style="list-style-type: none"> Communication 	<ul style="list-style-type: none"> Performance & assurance meetings
2	Personal Development	<ul style="list-style-type: none"> Active PDP 	<ul style="list-style-type: none"> Project support 	<ul style="list-style-type: none"> "Relief" Operations Manager

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3	Client Safety		• Regulatory requirements	• Safer Staffing Policy"	• Competency skills mix
4	Client Experience		• Client pathways	• Client feedback	• Client facing environments
5	Organisational Sustainability	People	• Recruitment & Retention	• Succession Planning	• Colleague Experience
		Client Demand	• Optimise Capacity		
		Surplus Generation	• Budget Plan	• Cost Control	• Colleague awareness

Key Responsibilities

1) Management

- a) **Line manages** the Treatment Centre Operations team, including:
 - i. Setting of practical objectives and regular performance updates.
 - ii. Proactive management of the employee lifecycle i.e. recruitment, induction, absence management, family friendly leave, employee relations, performance management, development plans and leavers.
- b) Alongside the Operations Manager and Clinical Services Matron, facilitate clear and regular **communication** to all Treatment Centre team members to ensure they are aware of and recognise:
 - i. Organisational priorities and focuses.
 - ii. Progress and performance.
 - iii. Individual and team successes along with organisational achievements.
- c) Actively participate in Treatment Centre **performance and assurance review meetings**.

2) Personal Development

- a) To always have an active **Personal Development Plan** which includes:
 - i. Short, Medium & Long-Term goals and aspirations.
 - ii. A clear path for successful appointment to Operations Manager within 12 months of being appointed to Deputy Operations Manager.
 - iii. A defined "Career Suitcase" (with past experiences, results, stakeholder relationships, behavioural skills, technical skills) used to identify current gaps in skills, results or relationships.
- b) To support any UK-Wide transformational, business development or operational **projects**.
 - i. Be prepared to be seconded to lead and or deliver any operational elements of UK-wide projects.
 - ii. Be prepared to travel to locations beyond current region as and when required.
 - iii. Devise and influence solutions to barriers that impact on the ability to drive advancements in client and colleague experience.

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- c) To act as a “[Relief Operations Manager](#)” to an assigned set of Treatment Centres to cover extended absence or vacancies. This post will cover the East region, including (but not limited to): Essex, Kent and Sussex.
- d) Build a reputation of being a [visible and engaging](#) member of the Treatment Centre Management team and Operations Manager population.
 - i. Act as a key link in the communication between the Treatment Centre and Support Office colleagues ensuring key messages, trends and concerns are cascaded in both directions.
 - ii. Where possible engage colleagues in the decision-making process and where this is not possible ensure decisions and communications are provided with clear rationale and evidence.
 - iii. Actively participate in meetings, provide the opportunity for the organisation to learn from our front-line service providers.
- e) Build relationships with internal [Stakeholders](#) to support the Treatment Centre teams to work collaboratively to achieve their objectives.
 - i. Act as a change advocate for all transformation projects
 - ii. Evaluate and feedback the impact [positively & negatively] of stakeholders and transformation projects in supporting your teams to deliver their service.

3) Client Safety

- a) Work with the Operations Manager to guarantee all operational [regulatory requirements](#) are met in each centre, including DOH, CQC, RSOP standards and take immediate action on any areas identified for improvement.
- b) Collaborate with the Clinical Services Matron and Operations Manager to ensure there is never a compromise on the approach to our “[Safer Staffing Policy](#)”, including having adequate and competent resource to always provide the service alongside a clear Clinical Leader.
- c) In collaboration with Clinical Services Matron and Operations manager facilitate and implement a clear plan to drive the optimum [competency skills mix](#) in our Nursing and Midwifery Team.

4) Client Experience

- a) Ensure the Operations Teams’ interactions on [client pathways](#) are reliable, consistent, and meet the needs of each individual client
- b) Influence the Treatment Centre team to seek [client feedback](#) and facilitate a responsive and caring approach and response.
- c) Ensure all [client facing environments](#) in your Treatment Centres look and feel professional, clean and welcoming.

5) Organisation Sustainability

- a) Develop and implement a clear People plan for the Operations Team, taking responsibility for:
 - i. Recruitment & Retention: develop an effective and responsive approach to our colleague recruitment and retention.

- ii. Identify aspirational colleagues and facilitate their development. iii. Identify and develop a clear successor to your role
 - iv. Deliver the best possible **Colleague experience** & satisfaction, with particular focus on:
 - Creating the best first and last impressions of our organisation with all potential and current colleagues.
 - Ensuring every colleague have the tools to do their job (eg IT, Equipment, Knowledge)
 - Cultivating a culture of celebrating success and actively managing under performance.
 - Ensuring every aspirational colleague is supported to reach their full potential.
 - Embedding a holistic approach to colleague well-being.
- b) Drive the Operations Team to efficiently service **client demand** by leading the approach to **optimise our capacity**, with a responsive, proactive, and productive methodology.
- c) Deliver effective **surplus generation** .
- i. Collaborate with the Operations Manager to produce a **budget plan** which is stretching, realistic and mitigates as much risk as possible.
 - ii. Implement an approach where there is intelligent investment alongside a strict **control of costs**, with an active and relevant cost improvement plan.
 - iii. Build a **colleague awareness** so they are confident on the impact they can make (+ve & ve) to contribute to surplus, engaging them so they are clear of the reasons why we need to generate a surplus and deliver a sustainable organisation.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with the Person Specification for the role.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:	
Signature:	
Date:	