



Job description			
Job title	Operations Manager		
Grade	P		
Directorate	Health & Social Care		
Service/team	Together We Care		
Accountable to	Senior Operations Manager		
Responsible for	Team Managers/Leaders		
JE Reference		Date Reviewed	February 2026

Purpose of the Job

Working as part of the management team, Operations Managers are responsible for the operational management of any part(s) of Together We Care, (TWC), and this may include Day Service Provision, Respite, Supported Living and Shared Lives. Operations Managers ensure that all physical, financial and workforce resources are managed across TWC with maximum flexibility, consistency and are compliant with all national, local regulatory and quality assurance procedures. The role assumes responsibility for the oversight and management of performance and risk, ensuring that the highest quality of care is always delivered to those who are supported.

Operations Managers positively manage change and transformation across TWC, ensuring that operational systems respond and develop to deliver agreed plans.

Operations Managers will undertake the role as Registered Manager for Care Quality Commission (CQC) registered services and this may include Respite (Chance for Break), Supported Living or Shared Lives.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Resource Management



1. To ensure that human resources across all services are consistently managed in line with current operational, financial, legal, and regulatory requirements and departmental policies; demonstrating flexibility to actively manage and share workforce demands across services. To be responsible for HR management including supervision, team meetings, sickness absence management, welfare visits, recruitment and selection, and work with HR and Training colleagues to implement workforce planning in line with the developing health and social care agenda, ensuring longer-term strategic needs are met systematically with changes embedded operationally.
2. To take overall responsibility for the efficient and effective use of buildings, transport resources, information technology, and administrative support, ensuring ongoing development so that services remain fit for purpose in the future and resources are effectively allocated and managed.
3. To take overall responsibility for determining appropriate programmes of care and support for individuals and groups using services provided by TWC.

Financial Management

4. To manage financial resources in an efficient and effective manner in line with all relevant Council processes, procedures and financial regulations; working with the management team to ensure financial systems and working methods are consistently applied across TWC and implementing any agreed changes and improvements.

Performance Management

5. To deputise for the Senior Operations Manager as required and supervise, monitor and support the Team Managers, implementing departmental policies in relation to supervision and Performance Review and Development.
6. To meet operational performance management targets as set for TWC and actively promote continuous improvement in service delivery to meet the needs of service users and their carers, working collaboratively with others to achieve this.
7. To demonstrate an understanding of current legislation and its implementation within the services to provide legally compliant, safe support and care to service users at all times.
8. To implement departmental policies and other procedures as instructed/required including supervision, attendance management disciplinary, grievance, complaints, recruitment, welfare and performance management procedures within recognised service practice.
9. To develop systems which allow the collection and analysis of statistical/management information in connection with quality standards and performance indicators that apply to the service and produce and/or contribute to reports where required, relevant to operational service delivery.
10. To undertake the role of Registered Manager where required and/or supervise the Registered Manager.



11. To participate in the on-call management rota to provide out of hours support to TWC and ensure that arrangements for on-call management support develop in line with the needs of the services and in conjunction with wider Adult Social Care arrangements.

Service Development

12. To work with the management team and others to develop and implement service development plans across TWC, identify and access a range of potential funding streams, understand and manage demand for the service, and ensure that pathways for its use are effectively implemented.

Communication/Working in Partnership

13. To work with partners internal and external to the Council, actively engage in and promote the process of integration within internal and local systems, and demonstrate developed inter-personal skills to convey information that is complex and contentious to all key stakeholders.

14. To promote the values and principles of the Council and actively seek to involve service users, carers, advocates and staff in the establishment of quality assured and person-centred services; ensure implementation of departmental and corporate strategies to improve communication with staff; and promote a culture of partnership by providing opportunities for service users, carers and staff at all levels to take part in and contribute via consultation, meetings, project working and development opportunities.

Registered Manager Role

15. To ensure the delivery of high quality CQC registered services, ensuring all required tasks of the Registered Manager are undertaken with full compliance at all times with regulatory requirements. To ensure services meet the standards and requirements of relevant regulatory bodies, lead services which remain in a ready state for inspection, and lead on implementing recommendations from CQC inspections with suitable systems in place.

Knowsley Better Together – Staff Qualities





Health and Safety

- To establish/ develop and maintain compliant and consistent working practices across the TWC, ensuring that arrangements meet with the Council's Health and Safety policies and procedures and act where there is evidence that there are gaps or none-compliance, working alongside Health and Safety colleagues.
- To ensure the effective management of risk across the service, with suitable plans in place, maintaining full oversight of the implementation of any relevant plans
- To use equipment as instructed and trained and ensure that there are systems to train the workforce and monitor this across services.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.
- Maintain full oversight of relevant record systems for TWC, ensuring that the management of these meets with all require Data Protection and Information Security requirements.