



Head of Operations, Managers in Partnership (MiP): job description & person specification

Managers in Partnership (MiP) is the trade union organisation representing 6,000 senior managers working in health and care throughout the UK. A joint venture between two unions, MiP is a national branch of UNISON and a section of the FDA. We aim to provide excellent representation to our members, individually and collectively, and a strong public voice on professional issues and health care policy and management.

The post is located at the FDA's headquarters in London, responsible for an experienced and highly respected team of home-based national officers and specialist organising staff, located throughout the UK. The partner unions share responsibility for management and staffing, on behalf of MiP. The FDA is the employer for this post.

Head of Operations: job summary

Job title:	Head of Operations (HOO)
Salary band:	FDA Band 5 (incremental scale - £60,877 to £75,809, as at 1 Aug 2019)
Workbase:	The FDA's London Bridge head office, with flexible working possible
Reports to:	Chief executive, Managers in Partnership (MiP)
Line manages:	Operational team (including National Officers x 8, organising staff and Keystone associate caseworkers)

Head of Operations: job description

This post is a senior manager in MiP, responsible for the operational delivery of the core casework, representation and organising functions and manages the national officer team.

Job purpose

The Head of Operations will:

- Provide dynamic leadership for all staff in the operational team including responsibility for people and budget management
- Create the conditions in which national officers and UK-wide organisers can provide excellent casework, representation and member organising work, delivering on MiP's targets and initiatives

- Ensure that all relevant quality and performance standards in member representation are consistently achieved and complaints are investigated, learning implemented and successfully concluded
- Lead the development of the operational plan and ensure progress on delivery and reporting
- Ensure the provision and strategic development of member recruitment, representation and organisation.
- Undertake collective representation of members with employers and government.
- Work with the Chief Executive and the head office support team to deliver MiP's corporate objectives and reflect our core values
- Deputise for the Chief Executive, as required.

Operational management and delivery

- Responsible for the day to day operational delivery of MiP's casework, representation, recruitment and organising activity.
- Lead and oversee excellent practice in advice and representation by MiP's team of home-based national officers and the FDA's Keystone representatives,
- Ensure the fair allocation of member enquiries and casework within the team.
- Develop and apply learning and quality assurance processes to ensure expertise and consistent delivery across our professional activities.
- Supervise national officers and specialist organising staff in the implementation of our recruitment and organising strategies and of systems that improve membership data, subscriptions and communications.
- Identify and take appropriate action in relation to complex and politically sensitive casework and policy issues.
- Support national officers to manage their workload and prioritise within pressurised environments to meet agreed deadlines and objectives
- Ensure that casework staff and activists have up to date knowledge on legislative and policy changes and develop systems and approaches to ensure practice is adapted accordingly with support and direction from the CEO
- Support the bargaining and partnership working of the union, including leading on designated negotiations and partnership forums, nationally and with large employers as assigned
- Lead and manage discrete projects and initiatives as agreed and assigned.

Planning

- Working with the Chief Executive, team and national committee, produce operational plans to deliver MiP's strategic objectives.
- Produce business cases as required for service developments and changes.
- Lead the development of the union's organising strategy and plan initiatives and set targets for member organisation and recruitment.
- Bring insights and issues from the field for strategic consideration by the management board and national committee as required.

Workforce planning, management and development

- Develop work programmes with the national officers (and other relevant staff) and conduct annual development reviews and regular 121s, giving constructive feedback, support and role development opportunities.
- Line manage the national officers, manage leave and sickness absence, and ensure the balanced distribution of workloads, according to the relevant partner unions' employment policies and procedures (including, for example, UNISON's management standards).
- Ensure appropriate communication and staff involvement structures are in place for all staff in the operational team, including convening regular team meetings.

- Work with HR & OD colleagues and with the Chief Executive to manage the workforce planning, recruitment, selection and development of all staff within the operational team.

Financial, resource and information management

- Ensure financial and budgeting requirements are met, delivering cost improvements as required.
- Manage operations within available resources.
- Establish core requirements and processes for the effective management of information within the operational team.

Governance

- Ensure the implementation of the relevant partner unions' health and safety and risk management policies and monitor compliance within the operational team.
- Ensure implementation in the operational team of all MiP and relevant partner union policies and procedures, including confidentiality and data protection.
- Ensure that there is a system for managing complaints and feedback from members within MiP's operations that complies with the relevant partner unions' policy.
- Undertake investigations into serious member complaints and other incidents.
- Contribute to MiP's policy-making and strategic planning, and promote and support policy decisions, both internally and externally, enacting these as relevant in operational practice.

Communications and working relationships

Internal	External
National officers	Departmental & NHS system body leaders
Organisers	Employers and employers' organisations
Head office team (chief executive, resources manager, membership officer, policy and communications officer)	FDA communications team
Members	FDA SMT
Link members and representatives	UNISON BNE management team
Management board	UNISON media team
MiP National committee	UNISON branches
Internal staff unions	UNISON health service group
Consultants and contractors	UNISON HR
	UNISON Learning and Organising Services
	UNISON legal department
	UNISON regions
	Thompsons Solicitors
	TU leads

MiP seeks to work towards continuous improvement and our operating environment is dynamic, so it is likely that this post will evolve over time. These duties will be reviewed regularly and any changes made in consultation with the post holder.

September 2019

Head of Operations: person specification

Experience

Essential

- Senior operational management experience (at least 3 years at middle manager/senior manager level), including budget and staff management responsibility
- Evidence of ability to mobilise others and to deliver on objectives to time and budget
- Can demonstrate personal responsibility for successful delivery of a major project or area of work, requiring juggling competing demands

Desirable

- Experience of working in or with the public sector
- Experience of working with trade union staff and activists
- Experience of working for a trade union, membership organisation or not for profit organisation

Skills & Knowledge

Essential

- Strong completer-finisher, able to juggle competing demands
- Excellent communication skills, both written and oral
- Good networker, able to motivate and influence within and beyond own team
- Effective negotiation skills, able to find common ground and maintain productive relationships even in difficult circumstances
- Thoughtful and responsive planner, able to organise self and others to deliver
- Challenging and supportive line manager, who draws out the best in staff
- Can tailor an approach to diverse circumstances, take decisions and maintain discipline in reporting and delivery
- Standard keyboard skills

Desirable

- Knowledge of employment law & / or members' rights in the workplace
- Familiar with current public service policy and emerging strategic challenges
- Coaching / mentoring experience or skills

Personal Qualities

- Proactive and pragmatic, takes own initiative
- Enjoys taking responsibility and achieving beyond expected outcomes
- Team player with a collaborative working style and interest in developing others
- Politically sensitive and aware
- Disciplined and responsive approach to a diverse role with ever-changing priorities
- High levels of stamina and the persistence to deliver in complex and challenging circumstances
- High levels of emotional resilience so as to be able to deal with the most sensitive human and political issues