



OPERATIONS MANAGER JOB DESCRIPTION

Job Title:	Operations Manager (Health & Housing and Criminal Justice)
Reports to:	Director
Direct reports:	Service Managers / Team Leaders (as allocated)
Salary:	Competitive
Hours:	Full-time
Terms:	Fixed term for 3 years
Location:	Durham (Hybrid working available)

Purpose of the Role

DASH is strengthening its senior leadership capacity to expand our impact across health, housing, criminal justice, and community support systems. This new Operations Manager role will work alongside the existing Operations Manager, each holding complementary portfolios that together ensure high-quality service delivery and strategic growth.

The postholder will lead on business development, new funding opportunities, and partnership building, with a particular focus on:

- Health & Housing integration
- Criminal Justice pathways and system partnerships
- Development and strengthening of Kepier Homes, DASH's Registered Social Landlord (RSL) arm

As a member of the Senior Leadership Team, the postholder will support the Director in shaping organisational strategy, delivering the business plan, and ensuring DASH continues to provide safe, trauma-informed, person-centred services across County Durham.

Key Responsibilities

1. Strategic Leadership & Organisational Development

- Contribute to the strategic direction of DASH as a core member of the Senior Leadership Team.
- Support the Senior Leadership Team with organisational planning, performance, governance reporting, and risk management.
- Lead on strategic development across health, housing, and criminal justice, ensuring alignment with DASH's mission and trauma-informed values.
- Provide visible, compassionate leadership that promotes a culture of safety, dignity, learning, and continuous improvement.

2. Business Development, Funding & Growth

- Identify, assess, and pursue new funding opportunities across health, housing, criminal justice, homelessness prevention, and community wellbeing.

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- Lead the development of high-quality tenders, bids, and partnership proposals, ensuring they reflect DASH's strengths and strategic priorities.
- Build strong relationships with commissioners, NHS partners, Integrated Care Boards, Probation Service, HMPPS, OPD pathways, and VCSE partners.
- Horizon-scan for policy changes, commissioning trends, and emerging needs across health, housing, and criminal justice sectors.

3. Criminal Justice Partnerships & Service Development

- Lead DASH's strategic engagement with the Criminal Justice system, including:
 - Probation Service and Community Payback
 - HMPPS and prison resettlement teams
 - Liaison & Diversion services
 - OPD and complex needs pathways
 - Police, courts, and multi-agency public protection arrangements
- Develop new service models that support people leaving custody, at risk of offending, or involved in the CJ system.
- Strengthen pathways between criminal justice, health, and housing to reduce homelessness, improve safety, and support rehabilitation.
- Represent DASH at CJ strategic boards, reducing reoffending partnerships, and multi-agency forums.

5. Operational Leadership

- Provide operational oversight for designated service areas, ensuring safe, high-quality, and compliant delivery.
- Work collaboratively with the existing Operations Manager to ensure consistency, shared standards, and strong leadership across all services.
- Lead, coach, and develop managers and team leaders, promoting reflective practice and professional growth.
- Demonstrate flexibility to cover other operational areas as and when business needs demand support.
- Act as DASH's Designated Safeguarding Lead (DSL), ensuring services meet safeguarding, regulatory, contractual, and quality assurance requirements. Be the Single Point of Contract (SPOC) both internally and externally for all Safeguarding incidents and concerns.

6. Partnership & System Leadership

- Represent DASH at strategic forums across health, housing, criminal justice, and community sectors.

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- Strengthen DASH's role in system-wide initiatives such as hospital discharge, reducing reoffending, homelessness prevention, and integrated care pathways.
- Promote collaborative working with statutory and VCSE partners to improve outcomes for people experiencing homelessness, housing insecurity, or CJ involvement.

Person Specification

Essential

- Senior operational or business development experience within housing, homelessness, health, criminal justice, or VCSE sectors.
- Proven track record of successful bid writing, tender development, or securing new funding.
- Strong understanding of health, housing, and criminal justice systems and commissioning structures.
- Experience building partnerships with NHS, local authorities, probation, prisons, or CJ agencies.
- Ability to lead teams through change, growth, and service development.
- Commitment to trauma-informed, person-centred, and strengths-based practice.
- Excellent relationship-building, negotiation, and influencing skills.
- Strategic thinker with strong analytical, planning, and organisational skills.

Desirable

- Experience working with or within a Registered Social Landlord or housing provider.
- Knowledge of RSH regulatory standards and housing compliance.
- Experience of supported accommodation, homelessness services, or community health programmes.
- Experience of co-production or lived-experience-led service design.

Summary

This role strengthens DASH's leadership capacity at a time of growth and opportunity. It is ideal for a strategic, forward-thinking leader who can bring together operational excellence with business development expertise across health, housing, criminal justice, and RSL development. The postholder will help shape the future of DASH and Kepier Homes, ensuring more people can access safe accommodation, compassionate support, and opportunities to rebuild their lives

Please apply with a ***tailored covering letter*** stating why you wish to work for DASH and why you see yourself as a strong and suitable candidate for the Operations Manager role. Only applicants *with a tailored covering letter* along with a copy of their latest CV will be considered.

Email: recruitment@dashorg.co.uk