

JOB DESCRIPTION

Job Title	Head of Area operations
Reports to	Director of Operations
Role Scope	The Head of Area Operations is responsible for driving and maintaining a culture of excellence across all operational services in their area ensuring that they are managed to a consistently high standard, in line with regulatory expectations and that the people supported are safe and supported to fulfil their potential
Responsibilities	<ul style="list-style-type: none"> • Coach and develop home managers and achieve their own performance and potential but also to be effective leaders to their teams, enabling them to do the same. Act as a point of escalation for the team as needed. • To provide visible, effective leadership and coaching to a number of homes within the organisation ensuring they are delivering and maintaining a high standard of care and support. • Ensure organisational, legal and regulatory requirements are met across all homes within area of responsibility. Any concerns or shortfalls are addressed through localised strategies utilising the community hub for support. • To hold relationships with key stakeholders across the area, ensuring the people we support are at the heart of what we do. • To deliver operational budget and address shortfalls with clear action plans. • Be instrumental in ensuring key deliverables for the organisation are met by implementing and executing both tactical and strategic interventions across the area. • To provide regular updates to the Director of Operations and SLT on overall area performance, targets and key risk areas including plans taken to address. • To take part in the on-call out of hours rota. • Actively contribute to, and support the wider Operations Management Team in the delivery of the operations plan, working on shared projects and other requests, as required. •
Key Deliverables	<p>Quality & Safety First</p> <p>Create a collaborative and ongoing learning culture to make sure all homes are meeting organisational and regulatory requirements for high-quality care and always providing a good service.</p> <p>Ensure that person centered processes are embedded in all services in the area with clear systems in place to monitor outcomes for the people we support. To always champion people we support voice and involvement within the area.</p>



Develop and implement quality improvement systems across the area which ensure key metrics including action closures, good environment, health and safety and overall governance are met.

Work with the Quality community hub to identify support needed for homes and people we support

People

Be present and visible to the area, offering leadership, coaching and guidance to support homes and addressing concerns when they arise.

Develop a culture of accountability across the area, promoting personal development for team members and managing performance where required.

Have a strong relationship with key stakeholders, including the people we support, families, commissioning authorities and regulators.

To manage workforce spend in the area, including working to agreed budgeted hours and managing/ reducing agency spend using tactical and strategic interventions

Work closely with the community hub to ensure excellence is achieved for homes and key metrics are met, including ensuring homes are appropriately trained, team member vacancies are managed, people are receiving supervision and homes are staffing appropriately in line with budgeted hours.

Address concerns where appropriate, including oversight and resolving complaints, whistle blows and investigations as necessary.

Revenue and commercials

Gain regular feedback from people we support and stakeholders to ensure any concerns are managed appropriately and addressed in a timely manner to foster a culture of trust and confidence.

To lead the occupancy and growth for the area, promoting vacancies and developing localised strategies to improve.

Ensure a rigorous process is in place for any placements at risk or unsatisfied stakeholders.

Manager and lead the budget for the area, addressing areas of improvement and working with the community hub to drive performance.

Personal development and well-being

To maintain and develop organisational and sector knowledge through learning and development.

Leading and championing our health and wellbeing strategy, understanding and recognising the impact of promoting a safe and great place to work

Adhere to the staff code of conduct and be a positive ambassador for the organisation at all times.



PERSON SPECIFICATION

<ul style="list-style-type: none"> Skills Knowledge and Experience & Requirements 	<p>Level 5 QCF or above in leadership and/or health and social care</p> <p>Experience of multisite leadership and management with a proven track record of meeting key deliverables,</p> <p>Highly effective leadership style & able to demonstrate experience of developing best practice,</p> <p>Extensive knowledge and experience of the sector, regulatory requirements and what good looks like.</p> <p>Excellent communication skills, including the ability to negotiate and manage conflict. Ability to engage and present at a senior level.</p> <p>Strong knowledge and understanding of financial management and how to drive performance.</p> <p>Ability to travel, stay away from home on occasions where required and hold a full UK driving license.</p>
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