##### JOB DESCRIPTION

**JOB TITLE: Regional Director - Scotland (Core Operations)**

**RESPONSIBLE TO: Operations Director (Core Operations)**

**RESPONSIBLE FOR: Home Managers**

**ACCOUNTABLE TO: Operations Director (Core Operations**)

**Care UK’s Values:**

* Every one of us makes a difference
* Customers are at the heart of everything we do
* Together we make things better

## Job Summary

To meet company business objectives and targets through effective leadership, direction and management of a team of home managers in designated regional areas of the operation.

To ensure that the operations of the company are delivered in accordance with all external statutory and legislative requirements and internal policies and procedure.

To take the lead role in managing the contractual and commercial requirements of the existing LA/ CCG contacts within this region of homes, ensuring adherence/ compliance to all legal obligations and ensuring strategic relationships remain positive.

Responsible for the financial and operational performance of the region.

To deliver and sustain high standard of service quality, achieving with a reputation for excellence through the practice of our ‘Fulfilling Lives’ values.

### Key Responsibilities

* Support each home within the designated region to produce a Business Plan.
* To ensure that all statutory operational requirements such as Care Inspectorate, Health & Safety Executive Scotland, Environmental Health, Fire Safety etc are adhered to (not an exhaustive list).
* To ensure all duties in the designated region of homes are carried out in a safe manner having regard for the health, safety and welfare of self, colleagues, residents and other persons; ensuring that all homes within the designated region are compliant with health & safety legislation in accordance with the Health & Safety at Work Act (1974) and relevant EC Directives.
* Building a competent and highly driven team of home managers in the designated region of homes and effectively leading, managing and motivating them to support and develop their teams effectively.
* To utilise, promote and ensure compliance of company policy and procedure, best practice guidelines and all other business initiatives. To make a positive contribution to the business in terms of its quality standing, reputation and profit.
* Build positive strategic relationships through applying a proactive approach to understanding purchaser needs.
* Ensure all contractual obligations are met in order to avoid financial penalties and disputes and directly manage any contractual disputes that occur.
* Monitor the performance of the contract to ensure the purchaser adheres to their obligations regarding the administration of the contract itself and uplift and payment in accordance the to specified financial mechanisms and to avoid discrepancies that introduce financial risk.
* Directly negotiate requested contractual variations (seeking external legal opinion/ representation where required) in accordance with the contract procedures and present proposals/ responses for consideration.
* Proactively seek to drive contractual performance and potential efficiencies through proposing new service offerings/ variations, resulting from links to other strategic relationships and/or service provisions.
* Building positive customer relationships through applying a proactive approach to understanding customer needs.
* Practicing and embedding the company ‘Fulfilling Lives’ values and ensuring that all home managers within the designated area of homes are able to deliver a high standard of customer experience i.e. enable all such home managers to meet and exceed all internal customer service expectations.
* Ensure that all areas of service are delivered to exceed the required internal company and external Regulatory care standards/ compliance expectations and enable the home managers within the designated region to achieve a reputation for delivering high quality care and recognised centres of excellence.
* Drive continuous improvement and implement agreed innovations and technological advances where appropriate.
* Assist in the preparation and review of annual budgets for all homes within the designated region, making sure that budgets are specific, measurable, achievable, realistic, and fair.
* To manage the Home Management teams to achieve budgeted operating profit for the company, taking remedial action as appropriate to ensure expected Profit and Loss performance.
* Liaise with other supporting functions as appropriate to ensure that fees, salaries and other regular areas of income or expenditure are reviewed regularly in order to recommend necessary revisions.
* Deliver financial growth targets EBITDA improvement in existing services.
* Liaise with the HR/ER teams concerning all people issues, policies and procedures.
* Ensure every home has a succession plan in place, through identification of internal candidates for development or recruitment of external resources.
* Toproduce reports and business appraisals as and when required.

This list of key responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this job description

Name of Post holder …………………………………..

Signature …………………………………..

Date …………………………………..

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| **HAZARDS** |
| Laboratory specimens |  | Clinical contact with patients/residents |  | Performing exposure prone invasive procedures |  |
| Blood/body fluids |  | Dusty environment |  | VDU use | √ |
| Radiation |  | Challenging behaviour |  | Moving and handling | √ |
| Solvents |  | Driving | √ | Noise |  |
| Respiratory sensitisers |  | Food handling |  | Working in isolation |  |

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Educated to degree level or equivalent (qualified by experience considered)
 | * RGN qualified
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| Experience | * A minimum of 5 years’ operational management experience in the sector.
* Experience of working within policies and procedures and Scottish Care Inspectorate legislation with minimum grades of 4 and above.
* Experience of multi-site management and leadership.
* Experience of performance management and quality improvement.
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| **Knowledge/Skills** | * Sound knowledge of statutory and legislative requirements
* Ability to build and maintain relationships with key stakeholders such as local authorities, CI and NHS Scotland.
* Commercially astute and able to analyse and interpret data.
* Excellent verbal and written communication skills.
* Good IT and presentation skills
* Good negotiating skills.
* Extensive knowledge of Care Standards Act, Health and Social Care Standards and nursing code of practice.
* Highly organised, ability to manage multiple and conflicting priorities.
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| **Personal Qualities** | * Excellent inter-personal skills. Able to communicate effectively at all levels.
* Self motivated, proactive, personable team player.
* Flexible in approach and comfortable in a changing environment
* Collaborative and supportive leadership style.
* Ability to work with and influence action through others.
* Able to undertake regular travel and stay away from home as required.
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