**Job title:** Operations Director

**Responsible to:**  Chief Operating Officer

**Responsible for:** Operations and sales in a geographical division of Care UK

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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**Job Summary**

Accountable for delivering operational strategy including operational excellence, efficiency and effectiveness across a multi-site Division of Care UK. Delivering against performance targets, plans and budgets through a team of Regional Directors and with the support of functional experts.

Providing great leadership and direction to the Senior team, with absolute focus on care quality, consistency, compliance and commercial success through resident and relative satisfaction and team engagement and retention.

Contributing to the operational strategy to ensure occupancy growth and cost efficiency.

**Key Responsibilities**

**Strategic and Commercial**

* Engage Regional Directors on business priorities, translating into consistent regional plans and targets that provide direction, support growth and operational delivery to plan.
* Contribute to and ensure delivery against operational KPIs to evidence effective operational management and drive improving performance.
* Track and communicate KPIs clearly and succinctly. Ensure that progress and results are easy to access and credible in order that the regional teams are enabled to focus on remedies and delivery.
* Drive performance with the regional teams based on key areas of success, highlight and challenge issues as they emerge, identify solutions and ensure delivery of continuous improvement initiatives.
* Contribute to the development of market and sector leading initiatives that will deliver exceptional results when implemented across operations.

**Operations and Residents**

* Putting residents at the heart of everything that we do, ensuring all services are delivered to exceptional standards. Ensure leading regulatory quality ratings, with the objective that all services rate either Good or Outstanding.
* Deliver exceptional brand standards and lead, manage and coach the team to deliver a resident journey including supporting choice and independence that results in high levels of resident satisfaction.
* Work with the COO to translate strategy into clear objectives managed through effective business and performance reviews.
* Continually measure resident experience and compliance through regular home visits and data analysis
* Ensure that insight and feedback is provided to support functions to enable quick and effective resolution of issues and challenges and successful implementation of new initiatives.
* Where applicable, ensure successful integration of any acquisitions or new builds, ensuring a smooth cultural transition and delivery of company processes and procedures.
* Lead and enable compliance on all regulatory and mandated matters including Care Quality Commission (CQC), safeguarding, mental capacity, data protection, health and safety, employment legislation (including discrimination) and other regulations as introduced. This includes completing relevant training and ensuring that any concerns are reported by RDs and Home Managers as required.

**People**

* Lead the team by managing and coaching, using appropriate leadership style using judgement to decide which intervention will achieve the best results. Create high performing teams by motivating and inspiring through enthusiasm and direction, challenge and an open style
* Focus on people talent across operations to deliver the highest calibre team and ensure exceptional performance management, recognising high performers and quickly acting upon poor performance.
* Continually develop our people, drive a culture of internal succession across all regions and ensure we develop and optimise people capability.
* Input to and execute people plans to improve team turnover, manage staff costs and ensure continued focus on recruitment, induction and engagement.
* Role model a clear sense of shared purpose and teamwork with support teams to deliver the required results.
* Create an environment of great teamworking and opportunities and share best practice across all regions.
* Support a diverse and inclusive culture through role modelling and holding leaders and teams to account on their delivery of systems, processes and measures that will ensure that we achieve our expectations.

And any other duties as may be reasonably required.

##### **Person specification**

* Proven track record (at least 5 years) of delivering to performance targets in a multi-site operational role.
* Proven success of delivering exceptional results through people.
* Experience of the sector in the last 10-15 years, not necessarily the most recent role.
* Sound commercial acumen, comfortable with data and demonstrated successful impact on results.
* Can show how processes can be improved to reduce cost, improve resident experience and engage teams.
* Shows that they put the customer at the heart of everything they do.
* Influences senior teams including by presenting information in a straightforward and engaging way, communicating clearly and with authority to gain commitment and support
* Practical success at effectively resolving issues using sound judgement and decision making.
* Possess strong leadership skills and EQ, can balance leading and engaging with managing and coaching. Can motivate and inspire a team with enthusiasm and direction and build high performing teams. Has a visible and open and engaging leadership style
* Demonstrates high personal standards and integrity whilst delivering on quality, delivery and profitability.
* A strong leader of other leaders: develops team relationships, gives feedback, confronts issues and effectively resolves conflict.
* Proven success of managing stakeholders and building positive relationships with support functions.
* Success of delivering change through others.
* Demonstrates an empathy and commitment to Care UKs core values.