##### JOB DESCRIPTION

**JOB TITLE: Regional Director (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 set 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/ PCT contacts within this region of homes, ensuring adherence/ compliance to all legal obligations and ensuring strategic relationships remain positive.

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 CQC, Health & Safety Executive, 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, staff, 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 team 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 to 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.
* 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.
* Ensure appropriate liaison with the HR team concerning all personnel issues and employee matters relating to employment legislation and the policies and procedures deriving there from.
* In conjunction with the HR team ensure the principles of equal opportunity are upheld.
* To promote the succession planning of existing and potential employees through identification of internal candidates for development and recruitment of external resources.
* Toproduce reports and business appraisals on a regular basis, as and when 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 …………………………………..

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Educated to degree level or equivalent (qualified by experience considered) |  |
| Experience | * Knowledge of the Residential Care Services Sector * Highly organised, ability to keep track and progress multiple priorities at any one time * Line management experience in the commercial sector * Track record of achievement and continual improvement |  |
| **Technical Skills** | * Sound knowledge of statutory and legislative requirements * Ability to build and maintain relationships with key stakeholders such as LA/PCT * Commercially astute and able to review information analytically * Excellent communication skills both written and verbal * Good levels of competence with presentation tools such as MS Powerpoint and MS Word * Negotiation skills |  |
| **Personal Qualities** | * Excellent inter-personal skills and good a good communicator at all levels * Self motivated, proactive, personable team player * Flexible in approach and comfortable in a changing environment * Able to operate on own initiative * Good personal presentation, with a professional approach * Committed to personal development and interested in the acquisition of new knowledge and skills * Ability to work with and influence action through others |  |