

### Job Description

<b>Job title</b>	Operations Director	<b>Job family</b>	Priory Adult Care
<b>Reporting to</b>	Managing Director	<b>Job code</b>	
<b>Location</b>	Regional	<b>Evaluation Date</b>	February 2017

#### Job Purpose

Strategic accountability for the financial and operational performance of a sub-region. This includes leading a management team, the management of quality and care standards, cost control, commissioning, employee engagement initiatives, engaging with a spectrum of stakeholders and ensuring regulatory requirements are satisfied.

The OD will ensure that all actions are in line with the Priory Purpose and Behaviours ensuring a high level of quality care and service is provided for all service users, their families and stakeholders.

#### Responsibilities

- Lead and develop a culture in their region that values the very highest standards of safety, quality and excellent service user care are consistently delivered.
- Lead and manage the Operational Management Team across all aspects of day to day business deliverables including monitoring performance in relation to quality performance indicators (QPIs).
- Participate in business reviews to ensure all sites and services perform to agreed targets for care standards, business planning, financial performance (meeting both planned revenue and EBITDA) and quality. Specific attention should be paid to ensuring that each site is at all times properly resourced, commissioned care hours are delivered and agency usage is minimised.
- Review any audit or inspection reports and recommendations ensuring compliance with all statutory regulatory bodies and company policies and procedures, responding to and acting upon any recommendations as well as complaints from residents concerning safeguarding.
- Accountable for ensuring findings from internal site quality inspections are reviewed and actioned as appropriate, linking with Senior QIL and/or QIL as necessary.
- Develops and maintains external relationships (including Local Authorities and Care Commissioning Groups)
- In conjunction with the Quality Team, take a lead role on development of any action plans as may be required by regulators, commissioners or other external stakeholders.
- Overall accountability for ensuring safeguarding concerns are managed in a timely manner, escalating to others within the Group as required, maintaining effective communication with involved parties and following up with any lessons learned

- Regular attendance wherever possible at relevant service user and stakeholder meetings to include (but not limited to) resident and relative forums
- Ensure appropriate strategies are in place to support the varying complexities of our residents, incorporating industry best practice and utilising internal subject matter expertise.
- Establishes and directs a regional recruitment and retention plan designed to meet future staffing needs and takes positive action to reduce employee turnover and avoid unnecessary agency usage
- Support a regional Your Say Forum to ensure retention, engagement and operational plans are widely communicated and colleagues are listened to on a frequent basis
- Support a range of commercial opportunities that arise in the region.
- Support special projects, identify and develop new opportunities for new and existing sites.
- Work closely with all support functions including Quality, Finance, Projects, Business Development, HR and strategy
- Manage all risks to the organisation's external and public reputation, leveraging opportunities to enhance our reputation wherever possible. To include, but not limited to, oversight of complaints and whistleblowings to ensure effective management.

#### **Knowledge / Education / Skills**

Relevant professional qualification whilst being passionate about providing high quality care.

Strong organisational skills, ability to prioritise and multi-task, with the ability to work well under pressure, handling multiple issues simultaneously in a dynamic environment.

Proven track record in leading teams, including through organisational change, understanding employee engagement with demonstrable decision making skills.

## Experience

Seasoned leader, with significant operational and financial planning experience of working across geographically dispersed facilities ideally within the social care environment, with experience of commercial accountability for cost control and financial performance.

Extensive managerial & leadership experience heading a diverse team. Experience of working within a matrix organisation with experience of influencing multiple functions within a business in order to deliver a first class service is essential.

Strong track record of innovation and making changes to the operation to further improve the work environment and site performance, including planning, commissioning and developing services for social care

## Communication

Excellent verbal and non-verbal communications including awareness of impact of communication on desired audience. Can flex communication style dependant on situation and message.

## Responsibility

### **Leadership**

Recruit and retain the site managers within a defined region, with ongoing full line management and leadership responsibilities.

### **Budgets & Equipment**

Direct responsibility for budget management and cost control within the region.

### **Information**

Shared responsibility for the confidentiality, security and accuracy of service user records, data and information. The role holder will have access to commercially sensitive data, including current and potential business, service user data and staff data; therefore the highest levels of confidentiality are expected.

## Working Environment

Remote working environment across a region with frequent travel both within the region and to other Group locations as required, including overnight stays away from home.

<b>Upholding the Company Behaviours</b>	
This provides some guidance on the types of conduct to support the Company Behaviours	
<b>Behaviour</b>	<b>Evidence</b>
Putting People First	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
Being a Family	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
Acting with Integrity	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
Being Positive	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>
Striving for Excellence	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Shares and encourages innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>