

## Priory Adult Care – Operations Director – Job Description

<b>Job title</b>	Operations Director	<b>Job family</b>	Operations - Priory Adult Care
<b>Reporting to</b>	Managing Director	<b>Job code</b>	
<b>Location</b>	Remote	<b>Evaluation Date</b>	December 2020

### Job Purpose

Reporting into the Regional Managing Director (MD), the Operations Director (OD) will have accountability for the financial, operational and quality performance for specific sites within the region. This includes setting the standard by leading the site leaders and taking ownership for Safety, Quality, cost control, budgeting, profit and growth opportunities and ensuring regulatory requirements are satisfied.

### Key Accountabilities

- With complete ownership and management for all sites within their defined area, the OD is accountable for high quality and commercially effective services.
- As an operational leader the OD should carry out regular site visits ensuring there is a focus on safety, quality, commercial and staffing by reviewing action plans and activity during all visits. Site visits should be approximately 70% of monthly work.
- Leads and line manages the Site Leaders holding to account on all aspects of day to day business deliverables including monitoring performance in relation to quality performance indicators (QPIs) and will performance manage sites where improvement is required.
- Works in close collaboration with the Regional Senior Management team to present at regional business reviews the performance of the sub-region to ensure all sites and services perform to agreed targets for business planning, financial performance (meeting both planned revenue and EBITDA) and quality and care standards in accordance with the operational framework.
- To proactively use management information to effectively identify areas of underperformance and to put action plans in place to deliver improvements to the required standard.
- Take an active role in the budget setting process supporting site leaders with understanding and delivering on this.
- Establish close links with the Director of Quality to ensure there is strong support given to sites and services.
- Lead and develop a culture where the very highest standards of safety, quality and excellent care are consistently delivered, lead improvements and innovation in delivery of services, working with Service Networks as required.
- 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 from the regulators and service commissioners
- Responsibility for ensuring that recruitment is a high priority and to monitor vacancies, recruitment activity & performance alongside the recruitment team.
- Ensures all services have a clear retention plan in place that is monitored and reviewed by the site leader with the prime goal to drive down staff turnover & agency usage.
- Lead the way to ensure employee wellbeing and retention is focused on by all sites.
- Responsible for coaching site leaders to improve performance/development and enhance their career pathway.

- Responsibility for ensuring that there is a robust succession plan in place; where there are identifiable gaps work with HR Business Partners to close the gaps.
- Support projects to ensure the smooth transition into operations.
- As directed by Service Development / Business Development teams support them in identifying gaps in the market.
- Work closely with all support functions including Quality, Finance, Projects, Service/Business Development and HR.
- To manage all risks to the organisation's external and public reputation, leveraging opportunities to enhance reputation.
- The OD may be required to be the 'responsible individual' for a number of services in the region.

### Knowledge / Education / Skills

- Approved post graduate degree.
- Passionate about providing high quality care
- Strong organisational skills, ability to prioritise and multi-task.
- Ability to handle ambiguity within the organisation but continue to lead the team
- Demonstrated leadership and decision making skills essential.
- Detail oriented.
- Can work well under pressure.
- Passionate about continuous improvement with a demonstrated track record in organisation change.
- The ability to deal with multiple issues simultaneously in a highly dynamic environment.
- Frequently manages highly complex and sensitive situations requiring exceptional communication and interpersonal skills.

### Experience

- Proven experience as a site leader or Regional Manager in a similar sector.
- Seasoned leader, with operational and financial planning experience.
- Experience of working across multi-unit facilities ideally (but not essentially) within the private healthcare / social care / education environment.
- Experience of commercial accountability for cost control and financial performance.
- Experience of leading a diverse team.
- Extensive managerial & leadership experience with an understanding of developing services.
- Experience of and trained in how to carry out investigations, both HR and clinical/care perspective.
- 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.

### 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**

Direct leadership for site leaders and all sites and services within the defined area.

### **Budgets & Equipment**

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

### **Information**

Shared responsibility for the confidentiality, security and accuracy of patient and colleague records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements.

## Safeguarding

All colleagues have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). Colleagues must be aware of local child and adult protection procedures and who to contact within the Local Authority Safeguarding team for further advice. All colleagues are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

## Working Environment

The role is remotely based and will require travel within the area 60-80% of the time.

## Upholding the Company Values

This provides some guidance on the types of conduct to support the Company Behaviours

Value	Evidence
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 Supportive	<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>
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