

JOB DESCRIPTION

Job Designation/ Service	Operations Manager
Salary Point and scale	Up to £XX
Responsible to	Regional Director (Care) NW / NE
Location:	Mobile across region
Direct reports:	
<p>Job Purpose, Direction and Key Responsibilities:</p> <p>The Operations Manager will oversee and manage the daily operations of Multi Building Registration of up to 4 properties facilitating single occupancy placements which are predominantly placed on short term assessments. This role involves ensuring the provision of high-quality care and support to children, maintaining regulatory compliance, and leading a team of dedicated care professionals to create a safe and nurturing environment that meets the aims and goals of the organisation's purpose and function.</p> <p>1. Operational Management:</p> <ul style="list-style-type: none"> • Oversee the day-to-day operations of Multi-building Children's Homes and the line management of Registered Managers and around 50 employees. • Ensure that all homes are compliant with relevant regulations, including Ofsted standards. • Develop and implement operational policies and procedures to enhance efficiency and care quality. • Regularly audit homes to ensure adherence to best practice and regulatory requirements. <p>2. Staff Leadership and Development:</p> <ul style="list-style-type: none"> • Set the tone throughout the services you are responsible for, to ensure the workforce are provided with relevant supervision, support and professional development opportunities. • Conduct regular performance reviews and manage appraisals for the Registered Manager and Assistant Manager of the services you are responsible for. • Foster a positive work environment, promoting teamwork, high morale and continuous improvement. <p>3. Quality and Compliance:</p> <ul style="list-style-type: none"> • Ensure all children's homes for which you are responsible meet health and safety, safeguarding, regulatory and compliance standards. • Stay updated and cascade messages with changes in legislation, guidelines and best practices in children's residential social care into the organization and locally into your 	

teams.

- Implement AWW quality assurance measures to monitor the effectiveness of care services, whilst evaluating strengths and weaknesses and utilize to improve service effectiveness.
- Address and resolve any compliance issues promptly, ensuring corrective actions are implemented.

4. Financial Management:

- Be accountable for managing the budget for the services you are responsible for, ensuring cost-effective use of resources, target occupancy and sound utilization of employees.
- Participate in financial planning and budgeting processes.
- Monitor expenditures and implement cost-control measures as needed.

5. Stakeholder Engagement:

- Build and maintain relationships with children, families, social workers, and external agencies.
Act as the main point of contact for regulatory bodies, inspectors, and other external stakeholders.
- Engage and communicate effectively with care teams, ensuring they are informed about organizational goals and updates as the named RI for the services you hold responsibility for.

6. Strategic Development:

- Contribute to the strategic planning and development of AWW services.
- Identify opportunities for service improvement within your cluster.
- Participate in organizational leadership meetings and provide insights for decision-making and policy development.

Key Deliverables:

Regulatory Compliance:

Ensuring all children's homes comply with relevant laws, standards and guidelines.

Quality Care:

Maintaining high standards of care and ensuring the well-being, progress and safety of all children, ensuring all services are judged 'Good' or 'Outstanding' by Ofsted.

Team Performance:

Leading and developing a competent and motivated team.

Operational Efficiency:

Implementing efficient processes and managing resources effectively.

Financial Control:

Managing budgets and ensuring financial accountability, ensuring target occupancy for the services for which you are RI.

Stakeholder Satisfaction:

Ensuring positive feedback and engagement from children, families and external partners.

Management as an Ofsted registered Responsible Individual:

Responsibility for supervising Registered Managers, ensuring the quality of the services they provide.

Person Specification – OPERATIONS MANAGER

QUALIFICATIONS/TRAINING/EDUCATION:

3.2 Minimum of a Level 5 Diploma in Leadership for Health and Social Care and Children and Young People’s Services

Essential

Desirable

✓

EXPERIENCE

1.1 At least 6 years’ in-depth, recent residential childcare experience working with young people with complex needs

✓

1.2 At least 4 years’ management experience in a care environment, including recruitment, training, managing performance management

✓

1.3 Experience of working with OFSTED / CQC and other regulatory bodies, and understanding of frameworks and assessment standards

✓

1.4 Experience of handling conflict and managing sensitive issues to achieve positive outcomes

✓

1.5 Experience of managing budgets

✓

1.6 Experience of working in accordance with established policies and procedures and of developing and implementing new policies, practices and procedures

✓

1.7 Experience of managing health and safety issues, undertaking fire safety and health and safety checks and ensuring compliance with legislation

✓

KNOWLEDGE:

2.1 Up-to-date knowledge of relevant Children’s Home regulations and standards / SCCIF

✓

2.2 Detailed, working knowledge of safeguarding vulnerable children and managing allegations

✓

2.3 Working knowledge of strategic planning linked to service improvement

✓

2.9 Working knowledge of child development and the matters that effect vulnerable and complex needs children

✓

2.10 Working knowledge of the principles of managing people from both a legal and engagement perspective

✓

PERSONAL QUALITIES

Driven to stay motivated and resilient to see tasks through to completion in a changing environment	✓	
Build effective working relationships with a mature outlook and work with under tight timescales whilst maintaining core values and behaviours.	✓	
Be approachable, respectful, empathetic and compassionate	✓	
SKILLS & ABILITIES		
Excellent communication skills both oral and written. Ability to communicate effectively (including sensitive information) verbally, adjusting language, style and content as appropriate to the audience. Fostering a culture of no surprises	✓	
Excellent organisational and time management skills with demonstrable ability to prioritise and manage workload	✓	
Ability to drive a culture where everything we do is focused on the outcomes of children in our care, and specifically in a People context to improve the employee experience	✓	
Other work-related requirements		
5.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds including those who have experienced an unsettled childhood	✓	
5.4 Willingness to provide on-call cover and on-call escalation support	✓	
5.5 Full UK manual driving licence holder, preferably without endorsements. Access to own vehicle for travelling between sites	✓	
5.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service OR hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service	✓	
Ability to support the core values of A Wilderness Way and demonstrate passion about what we do and the difference that our services make to children looked after	✓	
Ability to understand the needs of people from diverse cultural, social and racial backgrounds	✓	

General Statement

The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed.

Health and Safety

A Wilderness Way Ltd aim to provide and maintain a positive, safe, and healthy working environment for our employees. In support of this, all employees are required to take reasonable care of themselves and

others who may be affected by their actions as well as comply with Health and Safety regulations and other requirements.

Equal Opportunities

A Wilderness Way Ltd supports Equal Opportunities in Employment and opposes all forms of unlawful discrimination on grounds such as colour, race, nationality, ethnic or national origin, sex, marital status, disability, sexual orientation, religion or belief and age. You are expected to comply at all times to the Company's EO Policy and Guide to Equality document.

Safeguarding

AWW Ltd is committed to safeguarding and promoting the welfare of those individuals covered by regulated activity and expects all staff to share this commitment. It is an essential requirement that staff are aware of AWW Ltd's safeguarding procedures and staff have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.