**JOB DESCRIPTION**

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| JOB IDENTIFICATION | | |
| Job Title: | **Operations Manager – Children’s Residential** | |
| Responsible to: | **MD** | |
| Department: | **Children’s Residential Services Division** | |
| Location: | **Head Office, Wolverhampton – with travel across the Midlands** | |
| Hours: | **38 hours per week, with flexibility to meet the needs of the business** | |
| Salary Range: | **On Application** |

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| **JOB ROLE** |

We are seeking a highly experienced senior manager to lead our children’s residential services division, supporting 6 registered managers to achieve excellence, across the West Midlands.

The ideal candidate will have a wealth of experience in children’s services, including learning disability or mental health nursing. You will also have strong personal values which align with those of Progress and have a passion and commitment to improving the lives of young people.

To be successful in the role, you must have sound financial and commercial skills, be creative and flexible, and be able to work closely with our fostering and adults’ services. Progress is agile and moves quickly to respond to the changing needs of the market, so adaptability is key.  You must be fair and balanced in your approach to management and help others to develop. A good sense of humour is essential.

In return, you will receive a broad benefits package which includes a Health Benefits Plan, Death in Service Policy, Pension, Gym and Shopping Discount App, and much more.

**Operations**

You will provide consistent and reliable support and leadership to the registered managers, to help them achieve Outstanding ratings in their services through challenging creative thinking.

You will provide challenge through robust supervision, and performance development, ensuring that each manager develops into a well-rounded and capable individual.

You will provide out-of-hours on-call support as part of the Senior Leadership Team, on a rota basis.

You will work in partnership with Quality Assurance and Compliance, to provide robust oversight of the quality of care and standard of service provided.

You will act as Designated Safeguarding Officer.

You will act as the Responsible Individual, upon successful completion of the probationary period.

**Customer**

You will proactively manage relationships with customers, to ensure they feel valued and that open dialogue is maintained around placement management and be alert to opportunities for growth.

You will keep the skills and capability within homes under review, ensuring they are aligned with market demand.

You will contribute to the writing of tenders and bids for new work.

You will ensure that all stakeholders are communicated with in an open, transparent and professional manner and that their ideas and feedback are embedded into organisational thinking.

**People**

You must treat individuals with Care, Trust and Respect in alignment with Progress’ values.

You will review the effectiveness of the training and development of our people, ensuring we continue to meet the changing needs of our customers.

**Finance**

You will maintain accountability for budget lines for our children’s residential services and ensure that all services are viable and effective.

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| **Standard Expectations – All Roles** |

□ Comply with the Company’s Equality & Diversity Policy, Code of Conduct, Staff Handbook and all policies, procedures, and legislation. Participate in supervision, training and appraisals as required.

□ Ensure compliance with Data Protection Policies and relevant legislation. Ensure information about individuals is treated with respect and confidentiality, when receiving, delivering, storing, and retrieving information.

□ Employees must look after their own health, safety and welfare and be mindful of others, who may be affected by their acts. Report all accidents, incidents, and problems as soon as practicable to supervisor, manager, or other senior members of staff available.

* The outline responsibilities may vary from time to time without materially changing either the character or level of responsibility or grade.
* The Company works in a dynamic environment and inevitably the details of any job will change with time. In consultation with the post holder, the job description will be revised, as necessary. The appraisal process will be a mechanism for instigating discussions and subsequent amendments to this document.
* Undertake other duties as may reasonably be required commensurate with grade, at the initial agreed place of work or at other locations in our catchment areas.
* Uphold our company values -

Care – Be passionate and compassionate about people and provide best quality of care. Act with positive intent, having regard for impact of decisions and actions on individuals. Distinguish between the individual and their behaviour and manage situations accordingly.

Trust – Be relied upon to make sound decisions for service and team. Show confidence in others to deliver positive outcomes/results to the best of their ability.

Respect – Value others’ ideas and contribution, treat people as individuals and value diversity and equality.

Progress – Strive to continue improvement in all areas and respond positively to change.

PERSON SPECIFICATION

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| Job Title: |

Candidates will be shortlisted and interviewed against the following criteria.

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|  | Short listing criteria | Essential | Desirable |  |
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| 1. Qualifications | | | | |
| 1.1 | Minimum 3 GCSE (or equivalent) Grades at A-C including Maths and English | P |  |  |
| 1.2 | LD/MH Nursing Qualification |  | P |  |
| 1.3 | Minimum NVQ (or equivalent) Level 5 Leadership and Management or equivalent | P |  |  |
| 2. Experience | | | | |
| 2.1 | Learning Disabilities or Mental Health Nursing |  | P |  |
| 2.2 | Experience of working at a Senior Management level in a Health and Social Care organisation | P |  |  |
| 2.3 | Track record of successfully leading a team | P |  |  |
| 2.4 | Extensive Social Care Leadership having achieved a minimum of Good Ratings with Ofsted | P |  |  |
| 2.5 | Experience in children with disabilities |  | P |  |
| 2.6 | Experience of affecting change through clear planning processes | P |  |  |
| 3. Skills/Abilities | | | | |
| 3.1 | High personal impact | P |  |  |
| 3.2 | Proven ability to build effective, long term client relationships | P |  |  |
| 3.3 | Proven influencing/ negotiating/ networking skills | P |  |  |
| 3.4 | Excellent communication skills | P |  |  |
| 3.5 | High proactivity/ initiative with a record of delivering on commitments | P |  |  |
| 3.6 | Project management ability |  | P |  |
| 3.7 | Ability to prioritise objectives and remain focused at a strategic level | P |  |  |
| 3.8 | PC literate | P |  |  |
| 3.9 | Ability to create a sense of community amongst members of the organisation at all levels | P |  |  |
| 3.10 | Courage to tackle performance issues | P |  |  |
| 3.11 | Ability to motivate and develop a team | P |  |  |
| 4. Qualities | | | | |
| 4.1 | Credible leadership style | P |  |  |
| 4.2 | Strong personal values associated to the Care sector | P |  |  |
| 4.3 | Strong commitment to promote equal opportunities and diversity | P |  |  |