

Job Description

Job Title Executive Director of Operations
Responsible to CEO

Purpose of the Job

To provide strategic leadership and direction to FitzRoy's operational services, ensuring the delivery of safe, high-quality, person-centred support for people with learning disabilities, autism and mental health needs.

The Executive Director of Operations will combine extensive operational expertise with strategic vision, commercial awareness and strong leadership capability. They will ensure effective oversight, performance and accountability across all regions, while contributing to FitzRoy's strategy, sustainability and growth.

As a member of the Executive Leadership Team, the postholder will anticipate sector developments, identify opportunities for innovation and service development, and work collaboratively with the Quality and Business Development functions to ensure FitzRoy remains a leading, forward-thinking provider.

Key Responsibilities

1. Strategy, Innovation and Growth

- Contribute to FitzRoy's strategic direction, translating organisational priorities into clear operational plans and measurable outcomes.
- Provide expert operational advice, insight and constructive challenge to the Chief Executive, Executive Leadership Team and Board of Trustees.
- Anticipate political, legislative, economic and commissioning developments, assessing their implications for FitzRoy and identifying emerging risks and opportunities.
- Champion innovation, digital solutions and new models of support that improve outcomes, efficiency and organisational sustainability.
- Lead thinking on the future development of FitzRoy's operational model, ensuring services continue to evolve in response to changing expectations, technology, workforce challenges, commissioning approaches and best practice.
- Work collaboratively with Business Development to identify and evaluate growth opportunities, contributing operational expertise to tenders, service development and diversification.
- Lead the effective mobilisation, integration and decommissioning of services, ensuring operational readiness and sustainability.

2. Operational Leadership and Accountability

- Provide strategic direction and oversight across all regions, ensuring effective performance, consistent standards and clear accountability throughout the operational structure.
- Lead and develop high performing regional teams, managing effective performance through coaching and role modelling strong leadership, setting clear objectives and expectations that drive excellence and sustainability of services, strengthening management capability and succession planning,

- Maintain strong operational oversight through performance information, governance arrangements and visible engagement with services, identifying emerging risks and providing expert advice, direction and challenge to drive improvement.
- Ensure effective escalation, decision-making and follow-through, empowering managers to take ownership while intervening appropriately in significant operational matters.
- Work collaboratively with HR and Learning and Development to strengthen workforce capability, engagement and retention.
- Champion FitzRoy's values and a culture of collaboration, innovation and continuous improvement through clear and direct channels of communication with operational staff to ensure their feedback is heard and informs strategic and operational decision making.
- Ensure the voices of people supported and their families are sought, heard and truly represented to inform operational decisions.

3. Quality, Safeguarding and Regulatory Compliance

- Ensure operational services deliver safe, effective, person-centred support in accordance with legislation, CQC requirements, contractual obligations and FitzRoy's values.
- Maintain comprehensive knowledge of adult social care regulation, safeguarding and relevant professional standards.
- Work closely with the Quality function, ensuring assurance findings, regulatory feedback and learning lead to effective operational improvements.
- Support the Regional Management teams in their responsibility for regulatory compliance, safeguarding, inspection readiness and the delivery of sustainable improvement plans.
- Ensure effective oversight and escalation of significant operational risks, incidents and safeguarding concerns.

4. Financial and Commercial Management

- Hold overall accountability for operational budgets, financial performance, resource utilisation and service sustainability.
- Provide effective oversight and challenge to Regional Managers regarding financial performance, workforce deployment, commissioned hours and operational efficiency.
- Work collaboratively with Finance to manage financial risks, inform forecasting and support investment and business planning.
- Maintain strong commissioner relationships to protect existing business, identify development opportunities and support commercially sound decisions.

5. External Influence and Partnerships

- Develop influential relationships with commissioners, local authorities, NHS partners, regulators and other key stakeholders.
- Represent FitzRoy confidently and credibly at senior strategic meetings, negotiations, partnerships and sector forums.
- Demonstrate political awareness and sound judgement, anticipating external developments and advising on their implications for FitzRoy.
- Strengthen FitzRoy's reputation and strategic partnerships, positioning the organisation as an innovative, trusted provider and supporting sustainable growth.

Person Specification

Criteria	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> Degree-level qualification or equivalent senior leadership experience. Relevant leadership or management qualification, or demonstrable professional development. 	<ul style="list-style-type: none"> Level 7 Leadership or sector relevant qualification.
Knowledge & Experience	<ul style="list-style-type: none"> Substantial senior operational leadership experience within regulated adult social care, supporting people with learning disabilities and autism. Proven experience leading complex, geographically dispersed services, with accountability for operational, financial and regulatory performance. Strong practical understanding of frontline service delivery and management. Demonstrable experience developing senior leaders, driving performance and embedding accountability. Experience contributing to organisational strategy, leading change and delivering sustainable service improvements. Comprehensive knowledge of CQC requirements, safeguarding, adult social care legislation and regulatory frameworks. Board report writing and presenting. Strong commercial awareness, including financial management, commissioning arrangements and service development. Experience influencing senior commissioners, regulators and other strategic stakeholders. 	<ul style="list-style-type: none"> Experience with leading teams who support people with mental health needs. Experience with leading teams who support people with forensic backgrounds. Previous experience as a Registered Manager or progression through frontline operational management roles. Executive-level experience within a charitable or not-for-profit organisation. Experience of service diversification, innovation and organisational growth. Experience undertaking CQC Nominated Individual responsibilities.
Skills & Abilities	<ul style="list-style-type: none"> Strong strategic thinking, with the ability to anticipate sector developments, assess organisational implications and identify opportunities for innovation and growth. Exceptional operational judgement, with the ability to identify emerging risks, challenge performance and provide expert advice and direction. Highly effective leadership skills, empowering senior managers while maintaining clear accountability and addressing underperformance. Demonstrate visible leadership through regular in-person engagement, championing new initiatives and leading their implementation, rollout and communication. Collaborative working with peers in the executive team and other senior leaders. 	<ul style="list-style-type: none"> Experience influencing commissioning strategies or strategic partnerships. Experience introducing innovative service models or digital solutions to improve service delivery.

	<ul style="list-style-type: none"> • Political awareness and the ability to influence, negotiate and build credibility with senior stakeholders. • Strong financial and commercial acumen, with the ability to balance quality, risk and organisational sustainability. • Excellent analytical, communication and decision-making skills, including the ability to present and advise confidently at Executive and Board level. • Ability to lead transformation, challenge established approaches and develop creative, practical solutions. 	
Values and Behaviours	<ul style="list-style-type: none"> • Demonstrates a strong commitment to FitzRoy's values, person-centred support and the rights and aspirations of people supported. • Leads with integrity, accountability and sound professional judgement. • Brave and constructive in challenging established practice and making difficult decisions. • Creative, forward-thinking and committed to continuous improvement. • Collaborative and inclusive, building strong relationships and developing the confidence and capability of others. • Confident communicator who can move people positively through change and improvements. 	

Additional Information

- The role will require travel to our services and any other off site meeting location. Therefore, a full licence that allows you to drive in the UK is essential, as is access to your own vehicle for business travel.
- The responsibilities and duties listed are not exhaustive and the jobholder will be required to undertake such other duties as may reasonably fall within the overall scope of the post.