



Job Description

Job Title:

Operations Manager

Your name:

You are part of the Head Office Team

Your place of work:

You will be based at your home address

Pilgrims' Friend Society is a registered charity which has been providing Christian care and support to older people for over 200 years. We currently have 14 care homes and 9 independent living housing schemes across England and Scotland where older people can live in warm and secure communities and have opportunities to flourish every day.

As well as providing wonderful places for older Christians to live, we also equip the church with resources for ministry with older people.

Our Christian ethos is central to everything we do, and all our senior and Support Office staff are Christian. If you are a Christian and have experience as an Operation Manager, then we'd love to hear from you

The main purposes of your job are:

1. To assist the Director of Operations (DO) in leading the delivery of Pilgrims' Friend Society's front-line housing and care services
2. To assist the Director of Operations in leading the delivery of Pilgrims' Friend Society's Vision of Care for people living in our residential homes
3. To oversee implementation of Pilgrims' Friend Society's care strategy at an operational level
4. To develop the managers of our care homes and schemes as effective leaders of their teams and operations

Success criteria:

5. The quality of care from all our homes and evidence of "Way We Care" in place (as measured by CQC; Pilgrims' Friend Society surveys; and Carehome.co.uk reviews)
6. Achieving occupancy targets
7. Achieve the budgeted cashflow and EBITDAR targets
8. The morale of staff as measured by our staff engagement surveys
9. The contribution made by the jobholder to the life of the home and the charity

Where you fit into the team:

You will be responsible to either the Deputy Director of Quality, Care and Compliance, Assistant Director of Commissioning or the Assistant Director of Commercial. Director of Operations (DO).

You may be responsible for Registered /Business and housing managers.

Your main job duties are:

Work closely with the senior leadership team and other members of the Management Team in the implementation

and attainment of Pilgrims' Friend Society's short and long term strategic objectives;

1. To line manage a portfolio of managers undertaking supervisions and appraisals and using Pilgrims' Friend Society's leadership framework to develop them as leaders of their scheme
2. To quality assure and review the performance of our schemes and to support the managers in making the changes necessary to ensure compliance and delivery of high quality services in line with our policies and plans
3. Support the senior leadership team and Managers in developing and monitoring budgets. Budget responsibility rests with the DO, the Managers and various budget holders
4. Assist the senior leadership team to develop, maintain, update and, where practicable, simplify Pilgrims' Friend Society's Policies and procedures in relation to the provision of housing and care services
5. Support managers with occupancy, marketing and communications strategies targeted at clients, staff, purchasers and the general public within Pilgrims' Friend Society's front-line care services
6. Assist the senior leadership team in supporting schemes with the inspection process and meeting regulation requirements
7. Support the senior leadership team in maintaining comprehensive audits to ensure regulatory compliance
8. Promote "good practice" in all aspects of the work; counsel and guide Managers in the implementation of such practice, visiting homes and schemes as agreed with the DO to provide support and to discuss and resolve issues
9. Provide the front-line telephone and email contact, referring matters to senior leadership (or others) when appropriate
10. Lead in dealing with service user-related issues, including complaints
11. Serve as Head Office representative on related focus groups and on other groups as required by the DO
12. Assist the DO and the Director of Human Resources in planning conferences and training events for managers and other senior staff and participating where appropriate
13. Liaise with our training providers to facilitate training in all schemes, including first-aid and manual handling
14. Communicate particularly closely with senior leadership in order to effectively implement all the above issues
15. Carry out any other duties reasonably required to ensure the smooth operation of Pilgrims' Friend Society's business
16. You will be expected to provide on-call support outside normal working hours
17. All staff are expected to further their knowledge and development through attendance on courses thought to be appropriate by their manager or at training sessions provided or facilitated by Pilgrims' Friend Society
18. Expected to attend the Pilgrims' Friend Society morning prayers on Zoom, when working in the office