

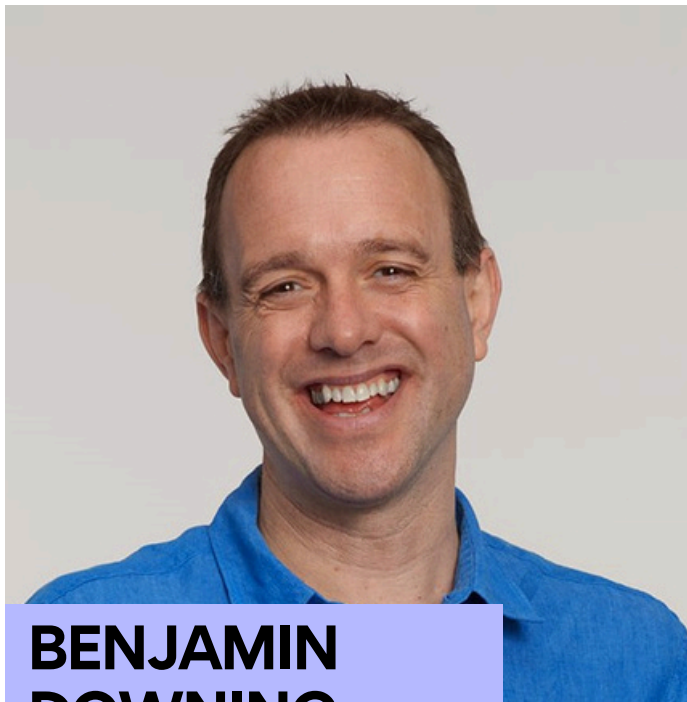


CARE OPERATIONS MANAGER



MAY 2026

LETTER FROM THE CEO



**BENJAMIN
DOWNING**

CEO Keychange

I'm delighted that you are considering joining us as Care Operations Manager. Keychange is a special organisation, which I am proud to lead. We have over 100 years of experience in providing support and care to people facing vulnerability. Today we do that by providing housing to women and young people experiencing homelessness and providing residential care to older people.

In some ways we've changed a lot in those 100 years, and in other ways we haven't at all. One thing that remains the same is our desire to create safe places of community and belonging for everyone who comes through our doors.

Whether someone is experiencing homelessness, or an older person is in need of care - we know that community and relationships are essential to flourishing and we place that at the heart of all we do

As a Christian organisation, Jesus is our model and inspiration for this as we seek to imitate Him in our work.

Keychange is in an exciting time of organisational development. I joined as CEO in 2022, and I've been amazed at the journey we've been on since. We have a fantastic team in place, both on the frontline and centrally.

We are now looking for a passionate and inspirational colleague to join us as Care Operations Manager - a role central to maintaining excellent care standards, strengthening operational performance and developing and effective and continuously improving team of care leaders.

This is a fantastic and vitally important role we would be delighted if you would consider making an application.

Thank you,

Benjamin



334 People living with
Keychange in 2024-25

10 accommodation and
care services across
South and South West
England



260 Staff across our
communities and
central office



ABOUT KEYCHANGE

VISION

Every person has fullness of life through the unconditional love of a supportive community.

MISSION

- We want those facing isolation to be connected and supported in a community.
- We want older people to live in a community so they have thriving lives combining independence and interdependence.
- We want young people and women who are currently homeless and have experienced trauma to find a safe place where they are supported and equipped for the next stage of life.
- We want to provide environments where people can express and develop their faith journey.

FAITH BASIS

- We are a Christian charity motivated by the love of Jesus to support people.
- We are made in the image of God, so each person is valued.
- We believe God made people to live in a community with positive relationships.
- We welcome people of all faiths and none in everything we do

CARE OPERATIONS MANAGER

ROLE OVERVIEW

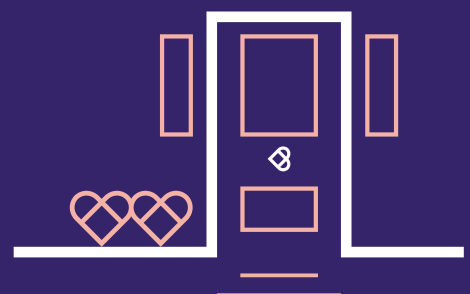
Our Care Operations Manager will be experienced and capable with a strong background in the care sector. They will oversee the delivery of consistently high-quality support across Keychange. As a key member of the operations team, this role works in partnership with the Housing Operations Manager and will jointly manage a group of registered managers. This position is central to maintaining excellent care and support standards, strengthening operational performance and developing an effective and continuously improving team of care leaders.

Working to the Senior Operations Manager, the Care Operations Manager will be accountable for the implementation of quality standards in all Keychange care communities, making recommendations for improvement of service delivery. They will have a specific focus to ensure that Registered Managers are aware of the requirements and expectations of their role and are able, empowered and motivated to deliver the highest standards of care and support. The Care Operations Manager will be responsible for the implementation and administration of the resident safety and incident reporting as part of the Keychange Safeguarding Framework.

OUR CARE COMMUNITIES

Keychange has been supporting people in vulnerable situations for over a century. This has always involved an open approach to working with others for the good of the people we support. We seek to provide exceptional care and support that is beyond compliant, built on our Christian values. We believe that every individual has dignity and worth and that for people to thrive they need more than just a home; they need to be part of a community where they are valued and known.

Each of our seven care community sites has their own unique feel, based on specific local needs, but each provides support based on the framework of our model of care. Our local teams are committed to providing excellent care and support to enable people to live thriving lives. Through new projects in development, we are seeking to impact more people, to enable transformation through the power of community. Beyond our care communities we are currently exploring new opportunities to grow our work with women who have experienced homelessness, and piloting community connections for older people experiencing isolation while living in their own homes.



FOCUS OF THE ROLE

- Build high quality, financially sustainable and well-led communities
- Assist Senior Operations Manager to ensure smooth daily running of Keychange care operations
- Line manage allocated community managers
- Lead Keychange resident safety and incident reporting as part of the Keychange Safeguarding Framework
- Lead operations older persons care matters, as first port of call for managers with queries and need of support
- Lead and delivering a culture of individualised and person-led support
- Liaise with statutory and voluntary agencies to ensure appropriate support for Keychange care communities
- Support leadership of open, transparent culture which supports continuous improvement
- Deputise for Senior Operations Manager as required

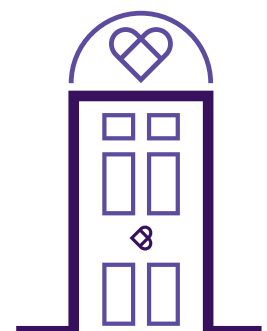
KEY RESPONSIBILITIES

LEAD DAILY CARE OPERATIONS AS PART OF OPERATIONS TEAM

- Understand care quality being delivered and plan improvements as required
- Ensure that registered managers are aware of the requirements and expectations of their job role and are able, empowered and motivated to deliver the highest standards of care
- Support registered managers to be able to demonstrate an excellence in standards of care expected by Keychange which must be above and inclusive of standards set by regulation
- Provide first call support as a leader at provider level to all care registered managers

LEAD QUALITY ASSURANCE

- Work in partnership with the Senior Operations Manager in developing a robust and meaningful quality assurance system
- Conduct regular audits and inspections to ensure compliance with Keychange and regulator standards
- Oversee the management of incidents, adverse events and serious untoward incidents, leading the Keychange incident review group process



KEY RESPONSIBILITIES

LEAD CAPACITY & UTILISATION

- Implement and maintain Keychange's model of care and support
- Support community leaders to deliver the highest standards of leadership and quality care in line with Keychange and regulator standards
- Support registered care managers working to delivery increased capacity utilisation and quality improvement
- Support community user groups and supporter engagement
- Support residents and their loved ones to co-design their care and environment
- Facilitate and collaborate with Keychange support teams including marketing, communications, finance, HR, IT and facilities to build high quality, financially sustainable and well-led improvement for all care communities

LEAD REGULATORY COMPLIANCE & REPORTING

- Ensure compliance with CQC regulations and standards
- Prepare for and manage regulatory inspections and audits
- Maintain up-to-date knowledge of relevant legislation and regulatory changes
- Develop and deliver training programmes on regulatory compliance for staff
- Prepare detailed reports on quality assurance and compliance activities
- Maintain accurate and comprehensive records of audits, inspections and corrective actions
- Communicate findings and recommendations to Senior Operations Manager

LEAD TEAM OF REGISTERED CARE MANAGERS

- Give older persons' care expertise across Keychange
- Lead, coach and manage a group of community managers, providing mentorship where appropriate
- Provide guidance and support to staff on quality and compliance matters, supporting the identification of areas for service improvement
- Support line reports with their own team development, expertise on recruitment and retention of staff and potential development opportunities and training, making recommendations to Senior Operations Manager
- Communicate regularly with the registered managers team in the form of leadership meetings, 1:1 support, quality audits, training of Keychange systems and Keychange standards and forums
- Encourage constructive feedback, listening and reflection
- Foster kindness, patience and professionalism



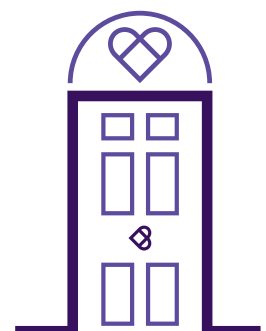
KEY RESPONSIBILITIES

SUPPORT CARE OPERATIONS COMMUNICATION

- Support the Senior Operations Manager in the regular acquisition and reporting of Key Performance Indicators
- Provide care quality narrative and recommendations for continuous improvement for key audiences, including but not limited to: residents, family members and representatives, Keychange colleagues, SLT, Trustees, regulators, commissioners, contracting authorities and internal and external audit teams.
- Lead the response to concerns, risks and incidents in line with Keychange policies
- Lead listening exercises with people who live in our communities and engage with their circle of support
- Support the Senior Operations Manager in ensuring that the SLT and board are kept appraised with emerging risks and concerns in line with the Keychange Safeguarding Framework

GENERAL

- Work collaboratively with the operations team and teams across the organisation
- Be proactive in evaluating own performance and identifying areas of improvement
- Undertake other duties compatible with the level and nature of the post and/or reasonably required
- Adhere to Keychange policies and procedures at all times
- As required, participate in SLT Plus and community meetings



PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Experience in delivery of well-established and high-performing care homes
- Experience of motivating and empowering colleagues, staff and/or volunteers to take responsibility for delivering a high-quality care service
- Experience in managing audits and inspections
- Ability to build positive relationships effectively with internal stakeholders and external partner agencies
- Ability to manage multiple priorities and work independently
- Level 5 in Leadership in Management and willing to complete further qualifications in a relevant field
- Ability to travel up to 40 days per year
- Sympathetic to Keychange's Christian values, vision and mission

DESIRABLE CRITERIA

- Experience working with non-profit organisations particularly those involved in social care
- In-depth knowledge of CQC regulations and standards
- Professional certification in quality assurance or regulatory compliance





WORKING AT KEYCHANGE

We strive to create a supportive and inspiring work environment where you can make a real impact, whilst growing personally and professionally. We actively invest in staff culture, with opportunities across the year to connect with colleagues working across the organisation. We take a personalised approach to professional development, and will work with you to identify your goals and to create opportunities for learning and development in your role.

KEY TERMS OF ROLE

- Salary: £46,000-50,000 p.a, depending on experience
- 35 hours per week (7 hours work per day)
- 25 days holiday, plus bank holidays
- Flexible hybrid working, with regular working from London Central Office and family friendly working arrangements available
- Employee assistance programme (EAP) and life insurance
- Contributory pension scheme, up to 5%, with matched employer's contribution up to 5%
- Enhanced sick pay for up to four weeks, in accordance with our sickness procedures

"I began as a care assistant at Rosemary Mount in 2010 and have worked my way up to manager.

I love my work, no two days are the same and the team here are wonderful"

Sam, Manager at Rosemary Mount Community



HOW TO APPLY

WRITING YOUR APPLICATION

- Please write a cover letter setting out your interest in and suitability for the role. To help you in this, please consider addressing the following questions:
 - What particularly excites you about this opportunity and why have you decided to apply to Keychange for this role?
 - Using the essential and desirable criteria, how do you think that your experience makes you a good fit for the position?
 - What would you like to tell the panel about yourself that your CV might not highlight that you feel makes you a great candidate for this role? Please tell us about any work, voluntary or life experience that is pertinent to the role but might not be included on a CV.
- Please also include an up to date copy of your CV - with a focus on the experiences that are most relevant for this role.
- While we appreciate the role of AI in work and in life, we want to get to know you as an individual, so please do not use AI to write your application. We'd rather read something that speaks from the heart of who you are, that's far more valuable to us than the perfectly crafted application written by AI.
- **Submit your application by email to hr@keychange.org.uk**

RECRUITMENT TIMELINE

- **Deadline for submitting your application: 25 May 2026**
- Full interviews in person in central London: 28 May 2026
- Start date: ASAP with consideration given to notice periods
- Please note that we reserve the right to close applications early, so we recommend that you apply at your earliest opportunity

WANT TO KNOW MORE?

- Moving into a new role is a big decision and we want to help you get to know us and work out if we are a good fit for your next step. We actively encourage informal conversations ahead of making your application.
- If you'd like to discuss the role further, please contact **Sarah Hurst, Executive Assistant**, to arrange a call with our CEO, at sarahh@keychange.org.uk or **07506 298455**

