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Operations Director

Job description and person specification

Accountable to: Regional Managing Director

Purpose of the role

The Operations Director is a key leader in the senior operational management structure of Dimensions and is accountable for the day to day running of care and support services for people we support within the area covered by the office. The post holder manages a large resource which needs to be well led and managed, maximising its full potential. The role may be the manager registered with CQC or CSSIW. The post will ensure services are delivered in a way that puts people we support at the center of their care and support, promoting rights, choice, dignity, diversity and value for money, meeting all organisational and statutory requirements and delivered in compliance with Care Quality Commission (CQC) Guidelines, Care & Social Services Inspectorate (CSSIW) where applicable and Dimensions' Standards, Policies and Procedures. The role will provide effective and clear leadership for managers and employees to ensure standards of performance are maintained and improved wherever possible.

Core duties

- To lead staff and stakeholders to work collaboratively, making a positive difference for the people we support.
- To have a great knowledge and understanding of the services for which you are accountable, and to ensure the implementation of better practice initiatives.
- To lead and manage the Locality Managers who report to you, ensuring that they manage and lead their teams in an effective way in line with Dimensions values.
- To ensure compliance with Dimensions' duty of care.
- To ensure compliance with regulatory requirements (and to register with CQC/CSSIW as a manager, where applicable) ensuring appropriate records are maintained and striving to be rated as 'outstanding'.
- To ensure compliance with contracts, as Dimensions' nominated representative where appropriate and to represent Dimensions positively and progressively locally in other dealings with a range of external stakeholders.
- To champion and celebrate good practice to excite and enhance further great working.
- To ensure the proper application of Dimensions' policies and standards.

- To lead where appropriate on Business Development in line with the region's Business Plan.
- To shape, influence, plan and help achieve regional growth in line with Business Plans
- To be a key member of the Regional Management Team and work with colleagues to achieve its Business Plan.
- To think creatively of new ways of working which enhance the quality of life for the people we support and/or enhances the organisation's brand.
- To check relevant reviews have taken place at individual, team and service level and to respond appropriately to internal audit reports.
- To maintain good working relations with anyone with a stake in the services.
- To have overall responsibility for the financial sustainability of the services.
- To ensure sufficient staff of a suitable calibre are available to deliver high quality services.

Key tasks, responsibilities and outcomes

Registration with CQC/CSSIW

Where the service(s) are separately registered with CQC/CSSIW, you will be expected to apply successfully for registration as the Registered Manager and take responsibility for maintaining compliance with regulations. Connected with this, is to ensure that the appropriate regulatory notifications are made where necessary.

Involvement

- Ensure our services compliment the overall organisational strategy and inform future planning.
- Ensure the region's strategic business plan is delivered consistent with local demands and priorities.
- Ensure your area is progressively engaged with all customers, ensuring a collaborative approach is embedded within the area and customer needs are met.
- Ensure everyone we support within your area has appropriate plans for person centered support.
- Ensure services are delivered in accordance with appropriate risk assessments, complying with regulatory, statutory and contractual requirements for the time being in force
- Ensure customer voices are heard and acted upon, through various forums, such as 'Everybody Counts' meetings and Regional Advisory Forums.
- Maintain appropriate relations with local authorities, families and any other stakeholders.

Personalised support

- Encourage and act upon innovation in your area to deliver quality services.
- Develop networks both within and outside of social care to facilitate the delivery of quality services.
- Ensure the health and wellbeing of people we support is kept under proper review.

Safeguarding and safety

- Ensure compliance with safeguarding policies, statutory requirements and local authority protocols.
- Be accountable for safe working practices ensuring the availability of appropriate equipment and resources.
- Evaluate accident & incident reports to identify trends with action as appropriate.

Suitability of staffing

- Promote equality, diversity and inclusion and ensure that the people within the teams are managed in line with Dimensions values.
- Ensure that new managers within the area are effectively inducted to their role and set up to succeed within Dimensions
- Ensure that Dimensions HR policies are implemented and that appropriate staffing levels are maintained and standards are met.
- Ensure direct reports are appropriately performance managed to ensure that excellent performance is recognised and remedial action is taken where performance falls below expectations
- Ensure all staff members in your area receive appropriate performance management and annual appraisals and are positively encouraged to maximise their skills and qualities.
- Listen to and engage with staff frequently to address areas of concern and/or improve ways of working.

Quality and Management

- Provide leadership enabling, inspiring and motivating staff and stakeholders within the area and region.
- Generate a culture of creativity and ideas which help shape the future and find new and better ways of working.
- Be accountable for the monitoring, assessment and reporting of the quality of the services provided.
- Be accountable for ensuring audit recommendations are monitored, reviewed and implemented.
- Ensure all services are delivered within budget and comply with the contract for delivery.
- Ensure complaints are acted upon and actions are monitored, evaluated and implemented.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with a Level 3, Operations Director role, with Dimensions.

Person specification

- Please use this in conjunction with the advertised requirements. The final column indicates how candidates will be assessed. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those marked Test will be assessed via an assessment testing method.

Qualifications		
Degree	Desirable	Shortlisting
Relevant professional or management qualification	Essential	Shortlisting
Level 4 LMC (or equivalent) if required to be the Registered Manager	Essential	Shortlisting
Valid Driving Licence	Desirable	Shortlisting

Experience		
Experience, at least at middle management level, in the social care sector	Essential	Shortlisting
Experience leading and delivering projects	Essential	Shortlisting, Interview
Working with people with learning disabilities	Desirable	Shortlisting, Interview
Experience of working with Local Authority Commissioners, families and circles of support	Essential	Shortlisting, Interview
Effective Budget and Resource Management	Essential	Shortlisting, Interview, Test
A track record of working on tenders and delivering growth	Desirable	Shortlisting, Interview
Experience of effectively managing change and delivering service improvements	Essential	Shortlisting, Interview

Skills		
The ability to communicate effectively at all levels (both orally and in writing) and to build effective working relationships internally and externally	Essential	Shortlisting Interview, Test
Results Focus; the ability to work proactively, plan, organise, optimise resources and complete targets within agreed timescales.	Essential	Shortlisting, Interview, Test
Problem solving skills sufficient to resolve complex matters often with conflicting requirements	Essential	Interview, Test
Ability to demonstrate effective people management skills through delegating, empowering, motivating, and coaching	Essential	Shortlisting, Interview, Test
Project Management skills and experience to deliver projects on time and within budget	Essential	Interview, Test
Networking, influencing and negotiation skills	Essential	Shortlisting, Interview, Test
Proficient in the use of Microsoft Word, Excel and PowerPoint	Essential	Shortlisting, Test

Knowledge and Understanding		
Demonstrable understanding and knowledge of the requirements of working in Health & Social Care	Essential	Shortlisting, Interview
Understanding of the requirements of the Care Quality Commission, Care & Social Services Inspectorate Wales and HCA	Essential	Shortlisting, Interview

Personal and Attitude		
To be customer focused and address the needs of internal and external customers	Essential	Interview
To demonstrate commitment to equality, diversity, inclusion and the values of the organisation	Essential	Interview
To be assertive, confident, and have the ability to initiate action when required	Essential	Interview, Test

To have enthusiasm and drive	Essential	Interview
To be a reliable, supportive and a professional role model for effective leadership within the organisation	Essential	Interview
To work flexibly according to the business requirements	Essential	Interview
To be willing to work across the organisation, attend meetings which may require overnight stays	Essential	Interview