Job Description: Regional General Manager

General role information	
Job Title:	Regional General Manager
Reporting to:	Head of Operations
Salary Band:	Band I
Notice period:	3 months
Budget Responsibility?	Yes
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	Yes
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes

About MSI Reproductive Choices

Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.

As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.

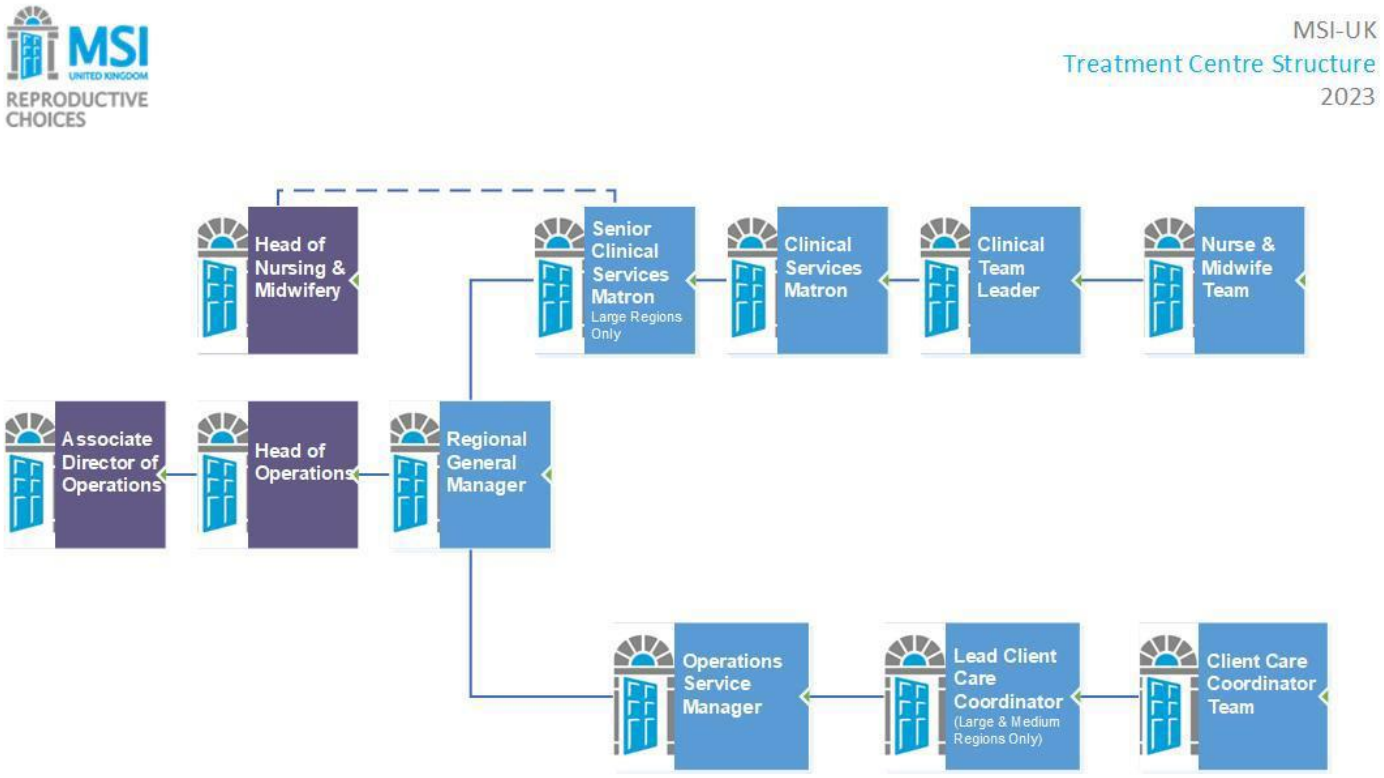
At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.

MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.

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The department / team



The role

Reporting to the Head of Operations, the Regional General Manager (RGM) will be responsible for providing leadership to their Treatment Centre team to ensure a consistent safe and sustainable service in all Treatment Centres and associated services within their allocated region(s).

Based predominately from the main Regional Treatment Centre, the post holder will ensure that the priorities in their region(s) are aligned to the overall organisational priorities delivered through a clear focus on safety, client experience & sustainability.

The RGM will ensure there is a clear, active long-term service development plan for their region, and ensure a culture of continuous improvement is cultivated throughout their teams.

The Regional General Manager is required to be the primary CQC Registered Manager and the Controlled Drugs Accountable Officer for their Treatment Centre Region.

The role is required to provide continuous improvement and implement effective change, with support from the Senior Management Team, in order to deliver the objectives within their Treatment Centre Region.

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All Regional General Managers will be required to work cohesively with each other and other departments and support each other in order to deliver the overall organisational objectives, ensuring we consistently deliver a safe and sustainable service.

Role Summary

1	Management		• Line manage Services Managers (and CSM in Large Regions)	• Communication	• Performance & assurance meetings
2	Leadership		• Clear Plan	• Continuous improvement	• Advocate with stakeholders
3	Client Safety		• Regulatory requirements	• Safer Staffing Policy	• Competency skills mix
4	Client Experience		• Client pathways	• Client feedback	• Client facing environments
5	Organisational Sustainability	People	• Recruitment & Retention	• Succession Planning	• Colleague Experience
		Client Demand	• Optimise Capacity	• Protect & grow market-share	• Implement New business opportunities
		Surplus Generation	• Budget Plan	• Cost Control	• Colleague awareness

Key responsibilities

1) Management

a) Line manage the Treatment Centre Management team, including:

i. Setting of practical objectives and regular performance updates.

ii. Proactive management of the employee lifecycle i.e. recruitment, induction, absence management, family friendly leave, employee relations, performance management, development plans and leavers.

b) Facilitate clear and regular communication to all Treatment Centre team members to ensure they are aware of and recognise:

i. Organisational priorities and focuses.

ii. Progress and performance.

iii. Individual and team successes along with organisational achievements.

c) Lead/Chair the Treatment Centre performance and assurance review meetings, including the Local Integrated Governance Meetings (LIGM). Actively participate in national or organisation-wide performance and assurance review meetings.

2) Leadership

a) In collaboration with the Treatment Centre Management team, produce, communicate, and implement a clear plan for the Region, which includes:

i. Short, Medium & Long-Term goals and aspirations.

ii. Developing and maintaining a live Service & Safety improvement plan for each treatment centre.

iii. Defining a clear service development plan for each Treatment Centre, with clear outcomes and risks mitigated.

b) Nurture a culture of continuous improvement within the Treatment Centre.
i. Effectively use the correct data to inform decisions.
ii. Be responsive to changes or fluctuations in client, safety or financial demands.
iii. Devise and influence solutions to barriers that impact on the ability to drive advancements in Client and colleague experience.

c) Build a reputation of being a visible and engaging member of the Treatment Centre Management team and Regional General Manager population.
i. Act as a key link in the communication between the Treatment Centre and Support Office colleagues ensuring key messages, trends and concerns are cascaded in both directions.
ii. Where possible engage colleagues in the decision-making process and where this is not possible ensure decisions and communications are provided with clear rationale and evidence.
iii. Actively participate in meetings, provide the opportunity for the organisation to learn from our front-line service providers.

d) Build relationships with internal Stakeholders to support the Treatment Centre teams to work collaboratively to achieve their objectives.
i. Act as a change advocate for all transformation projects
ii. Evaluate and feedback the impact [positively & negatively] of stakeholders and transformation projects in supporting your teams to deliver their service.

3) Client Safety

a) Guarantee all operational regulatory requirements are met in each Treatment Centre, including DOH,CQC, RSOP standards and take immediate action on any areas identified for improvement.

b) Ensure the requirements of CQC Registered Manager and Controlled Drugs Accountable Officer are delivered in a consistent and compliant way.

c) In collaboration with the Treatment Centre Management team ensure we never compromise on the approach to our “Safer Staffing Policy”, including having adequate and competent resource to always provide the service alongside a clear Clinical Leader.

d) In collaboration with Clinical Services Matron and Service Manager – Clinical facilitate and implement a clear plan to drive the optimum competency skills mix in our Nursing and Midwifery Team.

4) Client Experience

a) Through the Treatment Centre Management team ensure Client pathways are reliable, consistent, and meet the needs of each individual Client.

b) Influence the Treatment Centre team to seek Client feedback and facilitate a responsive and caring approach and response. Ensure trends are escalated issues are responded to appropriately.

c) Ensure all Client facing environments in your Treatment Centres look and feel professional, clean and welcoming.

5) Organisation Sustainability

a) Develop and implement a clear People plan for your Treatment Centre taking responsibility for:

i. Recruitment & Retention: develop an effective and responsive approach to our colleague recruitment and retention.
ii. Identify aspirational colleagues and facilitate their development.
iii. Identify and develop a clear successor to your role
iv. Deliver the best possible Colleague experience & satisfaction, with particular focus on:
- Creating the best first and last impressions of our organisation with all potential and current colleagues.
- Ensuring every colleague have the tools to do their job (eg IT, Equipment, Knowledge)
- Cultivating a culture of celebrating success and actively managing under performance.
- Ensuring every aspirational colleague is supported to reach their full potential.
- Embedding a holistic approach to colleague well-being.

b) Take the lead in efficiently servicing Client demand:
i. Lead the approach to optimise our capacity, with a responsive, proactive and productive methodology.
ii. Produce and implement an effective service development plan to protect and grow our market share in your geographical region.
iii. Collaborate with internal stakeholders (eg Business Development) to capitalise on all new business opportunities.

c) Deliver effective surplus generation.
i. Negotiate with internal Stakeholders to produce a budget plan which is stretching, realistic and mitigates as much risk as possible.
ii. Implement an approach where there is intelligent investment alongside a strict control of costs, with an active and relevant cost improvement plan.
iii. Build a colleague awareness so they are confident on the impact they can make (+ve & -ve) to contribute to surplus, engaging them so they are clear of the reasons why we need to generate a surplus and deliver a sustainable organisation.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Key Skills and Experience

To perform this role, it is <u>essential</u> that you have the following skills:

- Ability to role-model own behaviours by:
  - Working in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice.
  - Effectively managing own time, priorities, and motivation.
  - Displaying a “can-do” approach and passion for the services and organisation.

Ability to work with others through:

- Highly developed interpersonal, negotiation and influencing skills.
  - A proactive approach to conflict management and resolutions.
  - Building effective cross-team/function relationships.
  - Ability to inspire a motivated and productive team by:
  - Challenging and supporting colleagues to deliver results.
  - Leading a continuous improvement and change culture.
  - Fronting a positive Colleague experience.

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- Ability to make sound service delivery decisions through:
  - Correct analysis of data, leading to tangible and relevant improvement decisions
  - A proactive and visible approach to risk mitigation
  - A commitment to innovation and creative problem solving

- Ability to generate a client-focused service by:
  - Embracing technology to deliver effective and efficient pathways
  - Converting patient feedback into pathway improvements
  - Inspiring colleagues to deliver an experience that meets patients' needs at every interaction.

- Ability to effectively communicate key concepts, priorities, and challenges to all areas of the business through:
  - Timely clear messages tailored for the correct audience.
  - Listening and feedback mechanisms to check understanding and effectiveness of communication

To perform this role, it is essential that you have the following experience:

- Led a dispersed team
- Held responsibility for P&L accounts (+£5m turnover)
- Track record of Patient/Client/Customer- centric leadership
- Track record of nurturing, developing, and realising colleague potential
- Track record of developing and delivering results and KPI's

Formal Education/qualification

- Minimum: GCSE (A-C) [or equivalent] in Maths & English
- Desirable: Formal Management Qualification including a bachelors or masters degree in operational management

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure.
- Focused on delivery with a 'can do' approach.

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• Demonstrates MSI team member behaviours and professional self-development.
Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:	
Signature:	
Date:	