

Job Title	Regional Head of Operations
Responsible to	Executive Director of Operations
Responsible for	Registered Managers/Managers

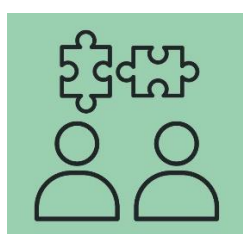
Our Values



**Respect is
our
starting
point**



**We spark
imagination**



**We learn
together to
be our best**



**We believe
in each other**

Role Purpose

Lead the operation and organisational strategic changes within your region. Maintaining effective collaborative relationships between homes, central functions, and external stakeholders. Inspire teams within your region to deliver the highest sustainable quality support that provides the best life possible for the people supported, whilst at the same time meeting and exceeding all compliance and regulatory standards.

Leadership & Culture

- Be a visible and present SeeAbility leader through role modelling our values and behaviours that support to create an open culture where:
 - There is fairness, we can all be ourselves and feel we belong.
 - Everyone is able to contribute and feels listened to.
 - People make their own decisions and are accountable.
 - Everyone feels appreciated, safe and able to do their best.
- Enable a people focused environment and opportunities across your region which are financially sustainable and supports people to live,

love, thrive and belong through access to the rights and opportunities available to everyone.

- Create a culture of decision making which is informed by what is important to people we support, whilst also considering financial implications and impact.
- Proactively develop positive internal and external relationships and professional networks. You'll play a critical role in strengthening the SeeAbility reputation with commissioners and as a trusted senior partner to local authorities, ICSs, families and the CQC.
- Support SeeAbility to achieve its strategic OKRs by playing a key role in our strategic projects.
- Support and monitor the achievement of regional KPIs through regional business planning and implementation.
- Lead and champion continuous improvements and organisational change within your region.
- Effective response to key critical risks, including those linked to people having the best possible life, organisational reputation and sustainability of the region.
- Invest time in developing your knowledge, skills, and take part in professional networks to support you, your team and the organisation to thrive.
- Lead on ensuring equity, diversity and belonging in your region and demonstrate a zero-tolerance approach towards discriminatory behaviour, prejudice, bullying and harassment.

People Management

- Recruit and select the right people who are aligned to our values and the needs of the people we support.
- Proactively manage talent within your team through engaging with colleagues, inducting, setting expectations, reviewing progress, and identifying aspirations.
- Create succession plans to develop and retain talent to support future growth across the organisation.
- Set clear expectations and manage your team according to our policies, such as managing absences and evaluating performance, to support retention.
- Take an active role in supporting your team learn and grow. Manage training requirements, provide guidance and coaching to your colleagues so they are competent and confident in their job.
- Identify development priorities and requirements for your teams across the region to upskill them for now and future needs.
- Promote open and honest conversations about the well-being of your team. Get involved in local and organisational initiatives to support this.

- Create a flexible work environment that meets the needs of the people we support and colleagues.
- Recognise and praise the efforts of individuals and teams by giving positive feedback. Participate in local and organisational initiatives that encourage this and celebrate successes.
- Enable a culture of volunteering opportunities to support and enhance people we support's quality of life.

Quality, Compliance & Safeguarding

- Maintain a continued focus on people we support's quality of life across the region, championing and utilising SeeAbility's agreed strategy, approaches, and tools.
- Contribute towards SeeAbility best practice and policy development to support regulatory compliance, and relevant sector developments.
- Support registered managers to achieve good to outstanding CQC ratings.
- Ensure that region meets quality of care in line with local authority contractual compliance.
- Use the SeeAbility quality assurance tool regularly to review homes.
- Ensure safeguarding principles are upheld in accordance with the Care Act and lessons learnt.
- Ensure compliance with relevant legislation and regulations and keep abreast of changes.
- Establish strong adherence in your region to all the policies, procedures, and local/national guidelines for running a safe home for the people supported in your region.
- Promote data protection principles and monitor your regions data management performance.
- Champion engagement with listen up and taking control groups to enable people to be heard

Sustainability

- Manage the regional financial performance including setting and overseeing budgets, forecast, and reviewing variance reports.
- Ensuring the support delivered within the region meets contractual obligations.
- Lead on contractual negotiations.
- Support the effective management of fee increases and inflationary uplifts.
- Set and deliver regional growth and retention targets, in partnership with the Business Development team.
- Develop networks that create new opportunities for growth.
- Assess proposals and determine the housing improvement priorities to feed into the organisational housing strategy for your region.
- Promote Home collaboration with fundraising.

- Utilise and work effectively with central support resources to achieve regional and organisational goals and targets.

Person Specification

Qualifications	<ul style="list-style-type: none"> • QCF Level 5 – Leadership and Management in Health & Social Care (or equivalent) • A full, UK driving license
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of operating as a Senior manager within the social care sector • Experience of effectively managing change, strategy implementation and delivering service improvements • Experience of collaborating with local Authorities, Commissioners, families and circles of support • Experience of working with people with learning disabilities and autism • Demonstrable understanding and knowledge of the requirements of working in Health & Social care • Understanding of the requirements of the Care Quality Commission • The ability to communicate effectively at all levels (both orally and in writing) and to build effective working relationships internally and externally • Project management skills with the ability to deliver projects on time and within budget. • Networking, influencing and negotiation skills • Proficient in the use of Microsoft Word, Excel and PowerPoint • Effective budget and resource management skill • A track record of working tenders and delivering growth
Personal Qualities	<ul style="list-style-type: none"> • Exemplary leadership that develops high performing teams through a coaching and collaborative approach. • Strong commercial skills demonstrated through organisational understanding, being able to recognise opportunities, market awareness, understanding the needs of our customers and the communities we serve and be able to make good decisions to improve what we do. • Result focus; the ability to work proactively, plan, organise, optimise resources and complete targets within agreed timescales • Problem solving skills sufficient to resolve complex matters often with conflicting requirement. • Ability to demonstrate effective people management skills through delegating, empowering, motivating, and coaching managers and staff