

JOB DESCRIPTION

<u>Job Title:</u>	Director of Operations
<u>Department:</u>	Executive Team
<u>Reporting to:</u>	Chief Executive
<u>Responsible for:</u>	Work, Care and Day Opportunities
<u>Contractual office base:</u>	Huntingdon
<u>Job role type:</u>	Hybrid working, with working from Papworth Trust offices or other locations as needed for effective delivery of the role

Main Job Function:

To be an effective member of the Executive Team, working collaboratively with the Chief Executive, Board and colleagues to lead on the development, quality, delivery and sustainable growth of the Trust's Work, Care and Day Opportunities services.

As part of the Executive Team to deliver great quality services, meet our strategic objectives and the needs of our customers and tenants whilst ensuring the Trust is a compliant, sustainable, ambitious, dynamic, and a successful organisation, championing disability awareness in all aspects of the work.

Main Duties

Executive Team

- Contribute to the formulation and development of the Trust's strategic direction, role model the Trust's values, behaviours and desired culture and champion our customers' voice to influence and shape the Trust's delivery of great services.
- As part of the Executive Team, to ensure that the Trust meets its statutory, regulatory, legal and professional requirements, remains financially viable and demonstrates value for money.
- As an effective member of the Executive Team adapt to the organisational needs and business priorities, anticipating and responding to sector changes and market intelligence, ensuring

planning and forecasting assumptions are fit for purpose and inform our business plan.

- Provide support to the Board and Executive Team in creating the Trust's long-term strategy, understanding the needs of the areas of operations, ensuring planning and forecasting assumptions are fit for purpose and inform our business plan
- Reporting to the Board, Committees and Executive on the performance of the three operational areas, providing assurance and oversight of any risks and opportunities for improvement or growth
- Proactively develop networks to support the effective co-ordination and delivery of services with other organisations, agencies and partners
- Maintain and update professional knowledge and provide advice and assistance to colleagues as required

Operations

- To ensure that all Care Quality Commission (CQC) registered services are inspection ready, achieving a minimum of CQC rating of Good and work towards Outstanding
- Contribute to and ensure delivery against operational Key Performance Indicators (KPIs) to evidence effective operational management and drive improving performance
- Track and communicate KPIs clearly and succinctly. Ensure that progress and results are easy to access and credible in order that teams are enabled to focus on remedies and delivery.
- Work with the Executive Team to translate strategy into clear objectives managed through effective business and performance reviews.
- Lead and enable compliance on all regulatory and mandated matters including CQC, safeguarding, mental capacity, data protection, health and safety, employment legislation (including discrimination) and other regulations as introduced. This includes completing relevant training and ensuring that any concerns are reported by Managers as required
- To work with the Director of Property and Maintenance to support the organisations approach to net zero carbon
- Ensure delivery of dynamic services whilst maintaining the highest standards of customer care
- Assess and report on local needs in order to develop and communicate policy and best practice on present and future customers needs
- Work with a range of colleagues to ensure effective resources, equipment and systems are in place to support effective service delivery and growth.
- Enable innovation through monitoring and reviewing all Work, Care and Day services to ensure that they are effective and responsive whilst meeting the demands and aspirations of customers

- Plan and deliver cost effective services to current and future customers, delivering a comprehensive and expanding range of services to meet customers' needs and aspirations in the context of market demand
- In all aspects of the work, promote effective communications, excellence in customer service and a focus on continuous improvement

Leadership and Management

- Lead and inspire change and a high performance culture, which drives continuous improvement, efficiencies whilst driving a customer focussed approach across all Work, Care and Day Opportunities operational activity
- Plan and deliver cost effective services to current and future customers, delivering a comprehensive and expanding range of services to meet customers' needs and aspirations in the context of market demand
- Translate strategies into workable plans for the operational areas to ensure a customer focused, high performance, and best practice approach
- Set, achieve and be accountable for departmental performance and growth targets, including benchmarking performance externally which is communicated to respective teams, departments and stakeholders where appropriate
- Participation in organisational on call rota
- Maintain a personal profile that promotes disability awareness, our brand and raises the Trust's presence regionally and nationally in the sector
- Lead the team by managing and coaching, using appropriate leadership styles and judgement to decide which intervention will achieve the best results.
- Create high performing teams by motivating and inspiring through enthusiasm and direction, challenge and a collaborative style

Budgetary, Financial and Regulatory

- To be the Care Quality Commission Nominated Individual
- To be the Safeguarding and Mental Capacity Act lead for the Trust
- Develop and maintain budgets, identifying and reporting short- and long-term financial challenges and opportunities with a financial or delivery impact
- procedure.

Safeguarding

- To safeguard the health, well-being, and safety of the customers we work with, some of whom may be classed as vulnerable people or adults at risk. In the event of a risk to a customer becoming apparent or if concerns arise about a vulnerable person's welfare, to immediately report these concerns in line

with the appropriate policy and procedure.

Health and safety

- Ensure an effective approach to health and safety across the directorate, with robust monitoring and reporting to embed a strong culture of compliance and assurance.
- To lead health and safety within your team setting clear examples of good practice, ensuring they report accidents and near misses.
- Work within the organisations health and safety policies and procedures
- Be responsible for your own safety reporting any accidents or near misses to your Line Manager
- Highlight any concerns over equipment, processes or activities whether in house or by contractors or others to your Line Manager
- When working in an office report any defects to your Line Manager
- Report any safeguarding concerns to your Line Manager

In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required

Date of Description: March 2024

Job Description: Director of Operations

Prepared by: CEO

PERSON SPECIFICATION

Job Title: Director of Operations	Essential/ Desirable
Values	
A personal affinity with the values of The Papworth Trust, and a commitment to the strategic outcomes of the charity.	Essential
Acts with integrity, is accountable and actively promotes and supports Papworth Trust vision, values, and behaviours.	Essential
A commitment to equality, diversity and equality	Essential
A high level of confidence around disability particularly: <ul style="list-style-type: none"> • An understanding of the social model of disability; • Understanding of the impact that disability might have on the individual and the people around them; • A passion for equality and social change 	Essential
Skills	
Strong financial awareness and strong monetary acumen.	Essential
Excellent leadership skills, able to lead, motivate and engage teams to deliver a high-quality customer focussed service and levels of performance.	Essential
Effective communication skills, verbal and written, including the ability to communicate with a wide range of people with varying needs.	Essential
Excellent persuasive and negotiation skills.	Essential
Able to operate effectively where there may be levels of uncertainty and ambiguity.	Essential
Resilient, flexible, and agile, thrives in a changing environment.	Essential
Effective decision making which demonstrates sound judgement	Essential
Able to understand and own complex issues, identifying and implementing innovative solutions while balancing the need to manage risk.	Essential
Acts with integrity, is accountable and actively promotes and supports Papworth Trust vision, values, and behaviours.	Essential
Able to give sound advice to others and be accountable for that advice.	Essential

Adopts a supportive approach to colleagues, able to empower and engage others	Essential
Knowledge	
In-depth knowledge of the Care Quality Commission	Essential
Knowledge of Day Services operations and contracts	Desirable
Knowledge of employment contracts and prime contractors	Desirable
Understanding of embedding equality, diversity, and inclusion in all aspects of work.	Essential
Understanding of the role of a Board	Desirable
Experience	
Working at a senior level in delivering one or more of the operational areas (Care, Day Opportunities, Work)	Essential
Preparing services to ensure are CQC inspection ready and experience of leading on inspections and subsequent action plans	Essential
Working at a strategic level, converting strategy into action plans and processes	Essential
Planning and monitoring large budgets, delivering, and demonstrating value for money.	Essential
Proven track record on performance management.	Essential
Proven experience of working collaboratively and/or in partnership with a range of stakeholders to achieve great outcomes for customers	Essential
Writing and presenting complex reports to a variety of audiences.	Essential
Driving and delivering growth and development of services	Essential
Working within the third sector	Desirable
Working with commissioning frameworks (ICBs etc)	Desirable
A personal profile that promotes disability awareness, and raises the Trust's presence regionally and in one or more of the operation areas	Desirable
Education training and qualifications:	
Evidence of continuing professional development. Maintaining up to date professional knowledge	Essential
Educated to degree level or equivalent professional qualification	Essential
Other requirements of the role	
Able to travel as required to meetings, training and to effectively deliver the role as required.	Essential

Please note a Disclosure and Barring Service (DBS) Enhanced Check is required for this role.