

# Role Profile - Area Operations Manager

Job Title	<b>Area Operations Manager</b>
Reports to	Assistant Operations Director
General scope of post	<p>The Area Operations Manager (AOM) is responsible under the direction of the Assistant Operations Director (AOD) for the overall business performance of a portfolio of services within a geographical area</p> <p>Through effective operational management, the post holder will ensure the highest possible outcomes for our residents. Core to the role will be the promotion of resident well being through a philosophy of privacy, dignity, independence, choice, rights and fulfilment within a policy of managed risk taking</p>
Key Accountabilities	<ul style="list-style-type: none"> <li>• Lead, direct, and supervise a group of services and service managers providing a network of services which can respond flexibly to the needs of residents as individuals.</li> <li>• Conduct the monthly programme of operational visits within designated services, and through audit and inspection, ensure that all services consistently meet both OSJCT internal standards, Regulatory compliance, and all Health and Safety requirements. The record of the operations visit should be concise and professional and should be held both centrally and at the service. Actively seek the views of service users, relatives and significant others regarding their experience of the services, by engaging in discussion.</li> <li>• Through pro-active leadership, prevent where at all possible any non-compliances from occurring. But where non compliances occur, work in conjunction with the Quality and Compliance Manager (QCM) to bring about resolution.</li> <li>• Lead on the resolution of complex or unresolved employment relations matters.</li> <li>• Take responsibility for the accuracy and timely reporting of all Trust management information required of the post holders group of services.</li> <li>• Responsible for the financial performance of the post holders group of services, against a budget agreed with the AOD.</li> <li>• In conjunction with the AOD and QCM ensure that our services respond through standardised action planning to any adverse findings either through inspection, audit, or monitoring visits, and that such action plans are carried through to successful completion. Support may include attendance at inspections, and liaison with CQC Representatives.</li> <li>• Attend all inspections, and audit feedback sessions in support of the service manager.</li> <li>• Attend monthly meetings with the AOD, and establish bi-monthly area meetings of the service managers.</li> <li>• Provide assistance and project leadership to the AOD in the operational preparation of new services and the closure and transition of residents from old services.</li> <li>• Responsible for scrutinizing, advising, and where necessary authorizing the use of agency employees within services.</li> <li>• Responsible for promoting high occupancy and immediately addressing occupancy which is below budget. Monitor marketing activity and enquiry management pro-actively and ensure standards of customer service meet Trust standards.</li> <li>• Ensure that the management of the services best promotes the emotional, spiritual, physical, medical and material needs of the residents in their care. This will involve ensuring there are regular planned reviews, assessments and formulation of care</li> </ul>

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plans for all users of the services in liaison with other professional workers.

- Be a key support to the Rostering Team and work in line with the Trust's roles and responsibilities matrix for rostering.
- Take responsibility for all elements of the rostering process as required to ensure adequate shift coverage and employees are paid correctly first time, and be accountable in the absence of the manager and deputy manager.
- Take part in a 24 hour on-call system. This is on a rota basis.
- Visit all homes regularly and at least once per month. At least twice per annum the home visit should be at night, and/or weekends.
- Ensure service managers achieving all training requirements, and that adequate evidence of training is held.
- As delegated by the AOD, be responsible for specific projects within the region or across the wider Trust.
- Deputise for the AOD during times of absence, and through representation as required.
- Maintain regular contact with other AOM's, and ensure that at all times practices and policy remain consistent across the Trust.
- Any other duties as delegated by the AOD.

Number of  
Direct Report

This role has 6 direct reports

Financial  
Responsibility

Responsible for overseeing the Budgets and Expenditure for a portfolio of services

Knowledge,  
skills &  
Abilities

Application of solid management skills through a mixture of experience and qualification  
Experience of service management with the social care sector and/or experience of management in a challenging, people facing environment  
Experience of line management  
Familiarity with National Minimum Care Standards.

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## Person Specification

ESSENTIAL	DESIRABLE
<u>Qualifications</u> High standard of secondary education including, passes at C grade or above in GCSE Maths and English	Registered Managers Award. Recognised leadership qualification Membership of a professional body Current nursing qualification
<u>Experience</u> Experience of service management within the social care sector and/or experience of management in a challenging, people facing environment Experience of line management Familiarity with National Minimum Care Standards	Clear budgetary and qualitative responsibility for social care services Experience of bringing about clear improvements in service delivery
<u>General Aptitude</u> Ability to identify root cause of issues, and remain focused on their resolution Must be approachable and supportive in management style, and hold a genuine desire to contribute to the progression of colleagues	
<u>Motivation</u> Absolute desire to maintain and improve the care we deliver in accordance with our ethos A realisation that the above is best achieved through an organised, efficient, and intelligent application of business acumen Must be mobile and willing to work outside of normal working hours, and in different locations	Willing to re-locate should new opportunities arise within the Trust
<u>Knowledge</u> Application of solid management skills through a mixture of experience and qualification	A clear understanding of the care sector for older people, and its likely future direction