

# St CHRISTOPHER'S CREATING BRIGHTER FUTURES

<b>Job title:</b>	HEAD OF OPERATIONS
<b>Location:</b>	London
<b>Report to:</b>	Director of Operations UK
<b>Reports:</b>	Regional Managers London & Midlands, Placement Officers
<b>Based:</b>	Putney Head Office with substantial UK travel

**Our vision is for every child and young person to be safe, loved and happy, to achieve their potential and have a bright future.**

**Our mission is to create brighter futures for children and young people by**

**Caring** about children, young people and our colleagues.

Being **Respectful** of every individual and value the strengths in everyone.

Being **Professional** and committed to reflection and continuous learning.

Being **Flexible** and agile so that we can be fit for the future.

Being **Honest** about what we can do and optimistic about the future.

Being **Creative** and passionate about positive change.

## **Overall Job Purpose:**

- To be responsible for the operational performance across the UK, leading the regional teams to ensure achievement of the regional objectives, whilst delivering excellence to our children and young people.
- To work collaboratively with the Director of Operations UK in delivering the strategy, in budget and within all quality, legal and regulatory compliance standards.
- To line manage the placement team, achieving occupancy levels of 80% in children's homes and 16+ services.
- Act as designated safeguarding lead for the UK placing the safeguarding of children and young people at the forefront of all work in accordance with St Christopher's safeguarding policy.

## **Key Responsibilities:**

### **1. Service delivery**

- 1.1 Lead effective service delivery and overall management of operational budgets, forecasting, targets and financial performance against the organisational plan.
- 1.2 Ensure appropriate systems and processes are in place to provide the agreed levels of care and support to children and young people and that outcomes are measured, risk assessments and contingency plans are in place across all regions.
- 1.3 Liaise with local authorities to ensure the effective implementation of agreed contracts and service specifications.
- 1.4 To identify, develop and ensure cross – organisational working, ensuring lessons learned are disseminated across all services to inform and support changes in practice, policy and guidance.
- 1.5 To drive continuous quality and performance improvements using quality assurance systems, Ofsted inspections and service user participation to improve services.
- 1.6 To take a lead role in ensuring that St Christopher's is fully compliant with legal and regulatory requirements, achieving a minimum Ofsted rating of 'Good' for relevant services.
- 1.7 Ensure effective processes are operating for procurement, expenditure, authorisation and payment approval to ensure proper financial control and good value for money.
- 1.8 Lead, develop and motivate the regional leadership team to attract, retain and develop the capability and capacity to create high performing teams.

### **2. Safeguarding Lead UK**

- 2.1 Ensure that there are appropriate safeguarding policies in place that meet legislative and regulatory requirements and good practice standards.

- 2.2 Act as a point of contact for advice and guidance in relation to safeguarding matters, ensuring that concerns are escalated and acted on appropriately.
- 2.3 To keep detailed, accurate and secure records of referrals/concerns/allegations on to the safeguarding portal ensuring adequate and suitable actions have been taken in a timely manner before being closed down.
- 2.4 Take part in internal investigations into safeguarding matters, leading on investigations where required.
- 2.5 Deliver a scheme of audits to provide assurance over responsive safeguarding measures.
- 2.6 Gather, analyse and present safeguarding data for senior stakeholders.

### **3. Other Responsibilities**

- 3.1 To be cognisant with the social care agenda, its changing nature and how this impacts on St Christopher's.
- 3.2 To manage, motivate and develop staff for whom responsible.
- 3.3 To ensure that you and your staff maintain professional standards at all times. Promote and implement St Christopher's policies and procedures and lead by example, paying particular attention to St Christopher's Code of Conduct and associated documents.
- 3.4 To be aware of and adhere to all relevant financial procedures and to report any discrepancies immediately
- 3.5 To uphold and promote St Christopher's Equality and Diversity policy in all aspects of the work.
- 3.6 To be aware of health and safety issues and implement St Christopher's Health and safety policy, maintaining a safe environment and complying with relevant legal requirements.

**The duties as outlined in this job description are not exhaustive and are likely to change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the services or as may be requested by the Chief Executive**

## Person Specification

	ESSENTIAL	ASSESSMENT METHOD
<b>EDUCATION/ QUALIFICATIONS</b>	Preferably educated to degree level or other appropriate professional qualification	A - I
<b>EXPERIENCE/ KNOWLEDGE</b>	Extensive experience in a senior operational position with experience of interacting at board level.	A - I
	Knowledge of: <ul style="list-style-type: none"> <li>o Safeguarding practices and processes</li> <li>o Residential services/16+ services</li> <li>o Education</li> <li>o Participation</li> </ul>	A - I - T
	A knowledge and understanding of working in a regulated industry or with regulators	A - I - T
	Knowledge of risk management, quality standards and health and safety practices	A - I - T
<b>SKILLS/ ATTRIBUTES</b>	Diplomatic and discrete, able to work co-operatively with others to achieve outcomes – strong team player	A - I
	Ability to communicate financial matters to non – financial managers.	I - T
	Financially literate, able to consider projects from a detailed financial perspective	I - T
	Forward-thinker, creative, makes prompt, clear decisions that may involve tough choices or considered risks	A - I
	Ability to work to high professional and ethical standards, exhibits the highest degree of honesty, probity and integrity	A - I
	Excellent written skills including report writing, business proposals etc. with an eye for detail and the ability to write creatively in a way that captivates interest	A - I - T
	Excellent oral and presentation skills	I - T
	Flexible approach to working hours with ability to attend evening meetings and travel throughout UK with overnight stays if necessary.	A - I

*A – Application*

*I – Interview*

*T -Test*