

TITLE: Executive Director of Operations

Location: Head Office, Coventry & Nationally (Villages and Schemes)

Responsible to: Chief Executive

Overall Aim of the job

To be responsible for all services and staff (care, wellbeing, enriched opportunities, fitness, activities and events, maintenance, catering, housing, housekeeping, safety and facilities management) associated with running ExtraCare's villages and schemes.

To foster a customer service led approach which engenders partnership working across teams and with external partners and encourages everyone to see things from the perspective of the resident or customer.

To ensure our locations are performing to ExtraCare standards and expectations in terms of customer experience, compliance and financial performance, in line with the Corporate Plan and associated annual Business Plans.

To ensure that the ExtraCare culture and values are 'lived' throughout the Operations Directorate.

To drive building and service innovation.

To ensure all legal and regulatory requirements are observed, specifically the Regulator of Social Housing's consumer and economic standards.

Key Responsibilities: Leadership

- As a member of the Executive Leadership Team (ELT), ensure that the Charity focuses on achieving its vision and mission.
- As a member of ELT, live the Charity's values and ensure that they are promoted throughout the organisation.
- As a member of ELT contribute to the development of and subsequent implementation of the Charity's Corporate Plan.
- As a member of ELT ensure that the Board of Trustees and the Operations Committee are kept fully informed of the progress being made towards delivering the Charity's Corporate Plan and associated annual Business Plans.
- As a member of ELT ensure the Charity manages its finance within the agreed medium-term financial plan.

- Provide leadership to the Operations Directorate, communicating the Charity's priorities as set out in the Corporate Plan and ensuring a robust performance management regime is maintained to deliver these priorities.

Key Responsibilities: Health & Social Care

- To act as the Nominated Individual for the organisation for the Care Quality Commission (CQC), promoting the achievement of at least a Good rating in all care services and striving for Outstanding.
- Working with the Head of Health and Social Care, to ensure high standards of care, dementia and wellbeing service quality, efficiency and compliance.
- To promote and maintain active and healthy lifestyles for our residents, both on a daily basis but also in relation to championing the implementation of innovation, digital, new or improved services.
- To oversee the complaints function, making sure that we adhere to the Housing Ombudsman's Code for complaint handling.
- To oversee the Residents Forum and relations with the Resident Association Chairs.
- To ensure that each location achieves and maintains its Gold Standard Framework (end of life) accreditation.

Key Responsibilities: Operations

- Working with the Head of Operations, ensure that each village, scheme or cluster is returning a surplus and achieving their key performance indicators (KPIs).
- To continuously improve resident satisfaction by responding positively and innovatively to the results of the annual residents' surveys, feedback and complaints.
- To promote the take up of commercial services including catering to maximise return on investment, and champion the delivery of new and improved services especially through digital means.
- To engender a culture of partnering with residents to involve them in the running of their location and to help meet the Regulator of Social Housing's (RSH) expectations.
- To ensure that effective, professional, customer facing housing services, housing related support, enhanced housing management/welfare benefits/debt advisory services are delivered in a timely fashion.
- To develop and maintain productive relationships with local authority and housing association partners ensure ExtraCare understands local agendas and is better able to proactively meet mutual needs.
- To ensure the organisation focusses on Value for Money (VfM) through the Value for Money Strategy, corporate and RSH metrics.
- To ensure that volunteering is an integral part of the services and lifestyle offering.
- Working with the Head of Construction & Growth to ensure new services are commissioned and set up professionally for a successful village opening.

Key Responsibilities: Property & Environment

- Working with the Head of Property and Environment, to ensure that we deliver our Asset Management Strategy and provide cost effective and high-quality facilities management services.

- To ensure stock condition surveys are conducted regularly and the results fed into the 30 Year Investment Plan.
- To develop and implement an environmental strategy that reduces the environmental impact of our villages and schemes.
- Working with the Head of Construction & Growth update our building design specification to ensure our new village and village extensions have a reduced environmental impact.
- Working with the Head of Construction & Growth ensure the smooth handover of new buildings and modernisation projects (with defects addressed and all facilities digitally recorded).

Key Responsibilities: Research, Innovation & Customer Insight

- Working with the Head of Research, Innovation & Customer Insight, develop and implement a Research and Innovation Strategy that validates our unique model and embeds service innovation and smart technology in our villages and schemes.
- Working with the Head of Construction & Growth update our building design specification to embed building and service innovation and learning in our new villages and village extensions.
- To develop innovation partnerships with universities and other research institutes.
- To ensure our future plans are informed by customer insight to enable us to understand and respond to the needs of future residents.
- To promote the use of customer insight to shape our village centre facilities and our services in line with existing customer expectations (including external customers).

Risk Management and Health & Safety

- Proactively identify and manage risk in compliance with the Charity's risk appetite and risk management policy.
- Ensure the Charity's Health and Safety policies and requirements are fully implemented, monitored and adhered to at all time by all staff.
- Ensuring that the appropriate training and development is provided to staff in respect to Risk Management and Health and Safety.

Other Responsibilities

- To be fully responsible, conversant and compliant with all of ExtraCare's policies and procedures, ensuring they are communicated to all staff and that all staff comply with them at all times.
- Any other duties that may be required from time to time.
- This post is subject to receipt of two satisfactory references, medical clearance, DBS disclosure, and Home Office Right to Work clearance.

Person Specification

Job Title:	Executive Director Operations
Hours of work:	As required
Pay scale:	Salary £120k + Pension allowance (£6k) + Car allowance (c£7k) + PRP (up to £12.5k) + Bupa Healthcare

Criteria	Essential requirements	Desirable requirements	How this will be assessed
Experience	<p>Substantial and relevant senior management experience in an operational role within a large complex service organisation.</p> <p>Experience of providing strategic direction and devising operational plans to meet key objectives.</p> <p>Experience of delivering exceptional results through the leadership of teams across a multi-functional and multi-location business.</p> <p>Experience of leading operational services through organisational change.</p> <p>Experience of delivering service innovation and continuous improvement.</p> <p>Experience of reporting to a Board and gaining Board level approval for organisational changes and innovations.</p>	<p>Experience of working within a hospitality, housing or health and social care environment.</p> <p>Experience of leading regulated services (e.g. CQC).</p>	<p>a) supporting statement</p> <p>b) interview</p> <p>c) assessment</p> <p>d) presentation</p> <p>e) evidence of qualifications</p> <p>Supporting statement/Interview</p>

<p>Skills and Competency</p>	<p>High level interpersonal skills and the ability to engage collaboratively and productively with a wide variety of people.</p> <p>Ability to consolidate and analyse large amounts of information in a range of different formats.</p> <p>Proven leadership capability with the ability to lead and manage different teams, ensuring performance standards are set and achieved.</p> <p>Strong commercial skills with an innovative approach to possible opportunities.</p> <p>Strong financial acumen and understanding of budget management.</p> <p>Demonstrable ability to develop and grow positive relationships with multiple stakeholders.</p> <p>Ability to plan time effectively, managing multiple work streams and conflicting priorities.</p> <p>Solution driven.</p>	<p>Project management experience/ qualification.</p>	<p>Supporting statement/ Assessment/Interview w</p>
<p>Criteria</p>	<p>Essential requirements</p>	<p>Desirable requirement</p>	<p>How this will be assessed</p>
<p>Qualifications, knowledge and understanding</p>	<p>Educated to degree level or equivalent with evidence of continuous professional development.</p>	<p>Masters/post graduate qualification.</p> <p>Comprehensive knowledge of the relevant legal and statutory regulations.</p>	<p>Supporting statement/ Interview/Evidence of qualifications</p>
<p>Values and behaviour</p>	<p>Ability to understand and promote the Charity's values of: Empowerment, Collaboration, Compassion and Transparency.</p>	<p>Full Driving licence.</p>	<p>Supporting statement/Interview</p>

	<p>Demonstrable customer focussed approach which puts residents at the heart of decision making.</p> <p>Role model appropriate behaviours and act with the highest level of professionalism and integrity.</p> <p>Ability to travel and work evenings and weekends when required.</p>		
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