

JOB DESCRIPTION

Job title	DIRECTOR OF OPERATIONS AND DEVELOPMENT (O&D)
Department	O&D
Grade	Director
Location	National role, home based with extensive travel required
Work Relationships	<ol style="list-style-type: none"> 1. Reports to the CEO 2. Member of the Executive Leadership Team (ELT) 3. Line manages, leads and supports Heads of O&D in England and Wales 4. Line manages the Director of Walsingham Support Community Solutions 5. Line manages the Business Development Manager 6. Reports into Trustees of the Assurance Committee and the Finance Committee ensuring confidence and assurance to Committee Trustees 7. Collaborative solution focused work relationships with the Senior Leadership Team (SLT) and ELT across the Walsingham Support Group in England and Wales 8. Collaborative and solution focussed relationships with key purchasers/Local Authorities and other key stakeholders in England and Wales 9. Nominated Individual with the Care Quality Commission (CQC) and Responsible Individual with the Care Inspectorate Wales (CIW)
Job Purpose	
<ol style="list-style-type: none"> 1. To be responsible to ensure the provision of services to people we support are safe, person centred, to a high quality standard and are sustainable 2. To be directly visible and a positive influence across the O&D England and Wales homes and service provision 3. To play a central role in developing and implementing the strategic aims and objectives of the Walsingham Support Group 4. To provide management and leadership and to develop and deliver against the Walsingham Support Group's strategic priorities 5. To carry out all aspects of the role in a manner that role models excellent behaviours at all times under the guidance of the Walsingham Support Groups ambitions, values and codes of behaviour 	
Responsibilities	
<p>Strategic Management - To support the strategic management of the Walsingham Support Group by contributing to the development and management of strategies that encompass the O&D and Business Development (BD) aspects of the Walsingham Support Group</p> <ol style="list-style-type: none"> 1. To effectively develop two-way open and trustworthy relationships with all key stakeholders 2. To carry out all aspects of the role in an acceptable and satisfactory manner and within the guidance of the Walsingham Support Group's ambitions, values and strategic aims 3. As a member of the ELT, to ensure that the ELT receives appropriate advice and information on all relevant Walsingham Support O&D and BD matters 4. To participate, in a senior capacity, in forward planning and the effective daily organisation of the Walsingham Support Group activities in regard to Operations and Business Development planning, policy setting and strategic decision making. 6. To contribute creative and innovative thinking, for the development of the Walsingham Support Group. <p>Leadership – To promote the work of the Walsingham Support Group with all key stakeholders and to maintain and develop the Walsingham Support Group culture providing vision and leadership to the Walsingham Support Group</p>	

1. To lead and inspire the Senior O&D and BD leadership teams in England and Wales in planning, implementing and delivering Walsingham Supports strategy and achieving organisational plans within agreed budgets and timescales
2. To lead the Heads of O&D across England and Wales to promote and empower people we support and to liaise and inform appropriate members of other departments to ensure they are fully informed of key issues and achievements within the Directorate
3. To develop key relationships with key external agencies such as health, social care and housing related support commissioners, regulators and landlords as appropriate across England and Wales
4. To maintain excellent awareness and knowledge of good practice in service delivery, regulation and safeguarding and through the appropriate resource and structure, to ensure meaningful and accessible interpretation of information is disseminated to the workforce and people we support and where appropriate, to families and carers
5. To contribute to the evaluation, development and implementation of local and national strategy and performance in partnership with the SLT and ELT
6. To execute the responsibilities of a member of the ELT according to good management practice and ethical standards

Directorate - To take responsibility for the development and management of the Walsingham Support Group to the highest professional, legal and ethical standards

1. Through the appropriate resource and structure, ensure services are staffed to agreed levels with appropriately skilled and motivated staff, ensuring safe recruitment procedures are maintained
2. Through the appropriate line, ensure local office(s) are staffed to agreed levels and with appropriately skilled and motivated staff
3. Ensure staff support, supervision, appraisal and development systems are in place and working to agreed organisational policies
4. Establish and maintain effective communication with families, carers and professionals and other local networks and partnerships
5. Monitor, measure and report on operational issues and achievements within agreed formats and timescales.
6. Set and manage budgets and effectively manage departmental expenditure within agreed budgets, supporting budget holders who report to the post holder to do the same, reporting and responding promptly to budget deviations
7. Ensure income and expenditure for the O&D regions overall is within regional operational budget parameters and with particular attention to service delivery, agency costs and other significant operational spends
8. Ensure actions and appropriate plans are in place against services that are not deemed sustainable
9. Through the appropriate resource and structure to ensure record keeping across O&D and BD is stored in a manner appropriate to the correct level of confidentiality within organisational guidelines, the Data Protection Act & General Data Protection Regulations (GDPR)
10. Through the appropriate resource and structure, to ensure that the protection and safeguarding of people we support is upheld to the highest standard and that a culture of safeguarding is adopted and embedded across O&D
11. To report to the ELT and Committee Members performance data and other required information that is clear, accurate and evidenced based
12. To take responsibility on key issues within the Directorate with particular attention to progressive, sustainable quality services and the performance of the Directorate against the Walsingham Support Groups strategic objectives
13. To work with key members of the Walsingham Support Group to develop and deliver on new business opportunities including LA/Health commissioned tenders, fundraising and grant funding applications
14. To be the Nominated Individual with the CQC for Walsingham Support and the Responsible Individual with the CIW and to ensure that all duties associated with the roles are carried out fully and in the timescales required and in particular to ensure through appropriate resources and structures, that Walsingham Support complies at all times with its legal and regulatory duties
15. To ensure all work by yourself and your direct reports is safely carried out within organisational policy and the Health & Safety at Work Act.
16. To participate in the Executive Leadership team on call system

Develop New Business

1. Working collaboratively with Heads of O&D, the Business Development Manager and the Director of WSCS, to identify and develop new business development opportunities that support O&D to be leaders in distinct specialisms or areas where innovation add value to the purpose of Walsingham Support
2. Develop and maintain excellent relationships with purchasers, commissioners and contracts managers as appropriate across O&D
3. In partnership with WSCS, to identify new business development opportunities and funding streams to enhance added value
4. Develop proposals for new business, in line with organisational strategies
5. Support contract negotiations in conjunction with Heads of O&D and BD and other departments as necessary
6. Through the appropriate resource and structure, ensure that all new services are mobilised effectively and integrated as appropriate with other services within the organisation
7. To support and lead on any actual or potential merger/acquisition opportunity with the Deputy CEO

Serving the Board of Trustees

1. In consultation with the CEO and ELT, to advise the Chair of the Assurance Committee and the Chair of the Finance Committee on any material matters that may affect the course of the Directorate
2. To attend all Assurance Committee and Finance Committee meetings as required and to attend any other Board of Committee meeting as required
3. To take responsibility to ensure that all information required by Committee members is prepared accurately, in time and in a manner acceptable to the purpose of the Committee meeting and its members

General

Additional to the above, the post-holder can be expected to:

1. Take responsibility for their job description
2. Take an active role in determining their development needs and agreeing activities to meet those needs
3. Actively adhere to and contribute to the development of Walsingham Support's policies
4. In accordance with current legislation:
 - (a) to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and
 - (b) as regards any duty or requirement imposed on Walsingham Support or any other person by or under any of the relevant statutory provisions, to co-operate with them so far as is necessary to enable that duty or requirement to be performed or complied with
5. Attend staff meetings and training as agreed with the post-holder's line manager
6. Carry out any other duties that are within the scope, spirit and purpose of the job, its title and are requested by the post-holder's line manager
7. Attend meetings across the organisation that may involve travel and overnight stays

PERSON SPECIFICATION

DIRECTOR OF OPERATIONS AND DEVELOPMENT (O&D)

This person specification has been drawn up from the job description for this post and describes the knowledge, skills and attributes that are essential or desirable for the job.

Criteria	Essential	Desirable
Qualifications & Training (i.e. the level of education & professional development that the job requires)	<ul style="list-style-type: none"> • Appropriate professional qualification • 5 years post qualification experience at a senior level 	<ul style="list-style-type: none"> • Appropriate Masters level qualification such as MBA or relevant MA or MSc in Health and Social Care Management • Membership of an appropriately recognised membership body such as the Chartered Institute of Management or the Institute of Directors
Experience (i.e. the quality or quantity of different experiences that the job requires)	<ul style="list-style-type: none"> • Significant and relevant experience of working in the social care / charity / disability sector • Significant experience and record of achievement at a senior level • Significant relevant and up to date knowledge and experience of social care legislation and regulation in England and Wales • Significant experience in leading teams and individuals who operate at a senior and professional level • Good knowledge and experience in successfully developing and implementing strategies • Good knowledge and experience of statutory reporting in particular to safeguarding practice and Charity Commission reporting • Good knowledge and experience of working within an environment where administrative activities are devolved • Good knowledge and experience of business development processes and local authority procurement processes 	<ul style="list-style-type: none"> • Significant relevant experience of developing and implementing change management to facilitate business improvement and sustainability • Experience of overseeing business processes across a range of disciplines and departments including the ability to manage people with other professional competencies • Experience of working with Trustees within an organisations governance arrangements • Experience of organisational change management and restructure activities
Knowledge, skills & competencies (i.e. the specific skills and knowledge that the person is required to bring to the job and the behaviour that is needed for effective performance)	<ul style="list-style-type: none"> • Ability to analyse information and make decisions in complex situations • Good knowledge of current theory and practice in relation to Health and Social Care legislation • Good knowledge of the statutory framework in relation to adult social care and of national care standards across England and Wales • Good knowledge and understanding of Local Authority and Health Service structures and practices • Ability to mentor, coach and develop senior members of staff • Inspirational team leader and team player • Pro-active management style that recognises the motivational requirements of the individual being managed 	<ol style="list-style-type: none"> 1. Knowledge and experience of developing, planning and effectively delivering Strategies and Business Plans 2. Knowledge of the effective assessment and implementation of technology systems to improve performance and productivity

	<ul style="list-style-type: none"> ● Problem solver and rational thinker ● High quality communicator: able to communicate clearly and convincingly both verbally and in writing ● Authentic and real with excellent interpersonal skills and able to be relate to all stakeholders in a variety of ways, particularly with people we support, families and carers, the direct team and external funders ● Able to build strong and effective working relationships with all key stakeholders and partners and in particular those listed immediately above ● Excellent negotiation and problem solving skills ● Ability to delegate without abdicating responsibility ● Good statistical and financial skills in relation to quality systems, budgeting and performance management 	
<p>General attributes (i.e. aspects of the personality & beliefs that are required to carry out the post effectively)</p>	<ol style="list-style-type: none"> 1. An inspirational leader, real and authentic who is able to develop teams and individuals and gain their support 2. Personal values align to Walsingham Support Group's values. 3. An excellent listener and always approachable to internal and external stakeholders. 4. Committed to organisational development, the development of people we support and empowering employees 5. Creative & innovative 6. Able to see tasks through to completion 7. Decisive, collaborative, challenging and open to being challenged 8. Self-managing with an ability to build and maintain relationships at all levels 9. Demonstrate a commitment to the Walsingham Support Group's Ambitions, Values and Strategic Aims 	
<p>Other</p>	<ol style="list-style-type: none"> 1. Ability to adapt role and hours to changing demands of the organisation 2. Willingness & ability to spend nights away from home both to ensure face to face monthly visits in O&D Regions as well as other meeting as required to fulfil the role requirements 3. Willingness to be part of the second tier on-call 4. Current driving license and able to drive on company business 	