

Children's Services – Job Description

Job title:	Regional Operations Manager – Children's Homes
Reports to:	Operations Director
Number of reports:	Children's Home Managers in defined cluster
Budget responsibility :	Yes
Working relationships:	Other Regional Operations Managers, HR, Learning and Development, Education Coordinators, Senior Management Team, External stakeholders including Police, Local Authorities, Social Services and Education providers
Job Outline:	Effectively manage a defined cluster of accommodation for children and young people, maximising use of bed space through effective stakeholder management, ensuring that all safeguarding, legislative and Children's Homes regulations requirements are met and ensuring the homes are managed according to budget requirements.

Key Responsibilities/Accountabilities
• Coach, support and motivate the cluster's Registered Home Managers (Managers) to develop and enhance individual and team performance, to ensure a quality service is provided to support each child and young person to have a positive experience. • Optimising service delivery by seeking opportunities for continuous improvement. • Develop and deliver strategic plans to develop the Children's Homes business within your cluster in line with strategic plans for the broader business. • Monitor quality and manage performance of operational delivery in the Children's Homes, ensuring that all Key Performance Indicators, legislative requirements and Children's Homes regulations are met. • Develop and maintain effective relationships with internal and external stakeholders, promoting the Children's Homes business to maximise business opportunities • Maintain registration as the 'Responsible Individual' for your defined cluster of Children's Homes in line with legislative and regulatory requirements • Manage the financial budgets of your cluster of homes ensuring oversight of all spending and support Managers to ensure budgetary expenditure is efficient and accounted for. • Develop and produce operationally viable and cost effective solutions to business development opportunities, delivering within bid timescales and in line with legislation and customer specifications. • Take a lead role in mobilising new and acquired Children's Homes within your cluster area to time and budget. • Identify and manage underperformance, to ensure appropriate support is put in place and services are improved in a timely manner.
Key Competencies
• Knowledge and understanding of role of Ofsted • Awareness of Market Environment • Customer Thinking • Leading People • Managing Professionally

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Skills and Knowledge	
Essential	Desirable
• Level 5 Diploma in Leadership and Management for Residential Childcare (England) or equivalent qualification or experience • Full working knowledge of Children's Homes Regulations • Able to meet the requirements for registration as a Responsible Individual • Willingness to travel • Ability to communicate effectively verbally and written • Ability to critically analyse information and data.	• Previous experience as a Residential Children's Home Manager • Understanding of how Local Authorities work.