

Job Description

Job Title: Head of Operations

Hours: 40 hours per week

Reporting to: Operations Director

Base: Central Support / Care Home based

Job Purpose

To provide outstanding leadership, strategic direction, and operational oversight across Principle Care Homes. The Operations Manager ensures safe and effective care that contributes to a vision to “create a world where everyone feels special”, while driving growth, budget management and regulatory compliance across the business.

Responsible for: -	Person Specification
• Providing outstanding leadership by leading, coaching, empowering and inspiring General Managers and holding them accountable to deliver business objectives and operate in congruence with the Principle Care Homes’ Vision and Values • Leading the operational commissioning of new homes, setting clear expectations for General Managers and holding them accountable for quality, readiness and agreed targets • Lead the mobilisation, integration, and development of new services, acquisitions, or operational transformations within existing homes • Lead the induction of new General Managers and support new Heads of Department inductions to ensure they are given a warm welcome into the Principle Family • Embedding quality governance and lead continuous improvement • Build strong relationships with the regulators, local authorities, Integrated Care Boards (ICBs) and other external partners • Manage, monitor and mitigate operational, financial and clinical risk across the homes	Experience and Qualifications • Previously been the Registered Manager of a care home • Managing a multi site care group • Leading a team and multiple direct line reports • Relevant senior management qualification e.g. NVQ Level 5 in Leadership for Health and Social Care is desirable Skills and Knowledge • Inspirational leader with an ability to empower and grow teams • Excellent ability to process numerical data and understand financial information • Excellent communication skills – both verbal and written

• Actively troubleshoot and provide leadership support when there are vacancies or critical gaps within the senior management teams within the homes • Review and influence policies and procedures that shape the way Principle Care Homes operates, in keeping with its vision and values • Delivering robust and progressive business plans for all the homes, supporting the delivery of revenue and EBITDA targets to meet the company business plan • Monitoring and ensuring internal and external quality standards exceed professional expectations • Ensuring that record keeping and data management is of the highest standard for the safety and well-being of residents and team members • Proactively addressing feedback from the team, residents and relatives to resolve situations efficiently and effectively, ensuring that learning takes place • Ensuring that you and your team remain up to date with developments and innovation in the sector that might present business opportunities • Maintaining continual personal development by attending and completing all training and qualifications (statutory, mandatory and developmental) • Champion an exceptional resident and family experience across every home, ensuring Principle's vision and values are consistently evident in everyday operational delivery • Establish and lead a rigorous operational performance rhythm, using agreed KPIs, dashboards, governance information and regular performance reviews to identify variance early and ensure timely corrective action • Ensure consistent implementation of the Principle operating model across all homes whilst enabling General Managers appropriate autonomy to lead their individual services.	
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| <ul style="list-style-type: none">• This role will be responsible for holding the position of nominated individual for all homes across the organisation. | |
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This job description is not prescriptive; it merely outlines the primary aims and tasks and responsibilities which may evolve and change over time. Any changes will be made in consultation with the job holder and in agreement with the Senior Management Team.
