

# **DIRECTOR OF OPERATIONS JOB DESCRIPTION**

**Location:** Willow Burn Hospice, Lanchester

**Reports to:** Board of Trustees

**Line Manager:** Chair

**Hours:** 37.5 hrs per week

---

## **Summary of Role Description for Director of Operations**

This is a summary of the role and a fuller job description will be agreed with the successful applicant on appointment as part of the contract of employment.

### **Job Purpose**

The effective and efficient operational management, performance and delivery of high quality care services and other activities, leading staff teams and supporting donors, stakeholders and volunteers in best practice within the professional, commissioned and regulated Hospice charity environment and strengthening Willow Burn's financial security and future development in the local and wider NE community.

### **Leading & Managing the Hospice**

Responsible and accountable for leading, delivering and managing all functions of the Hospice's patient/client centred care, retail, voluntary and operational activities, satisfying the charity's and Board's objectives and in compliance with its obligations.

Responsible for efficient, analytical and robust financial management, meet challenging financial targets: responsible and accountable for the setting and effective management of the budget and financial reporting to the Board.

Responsible for overseeing the development and implementation of the fundraising strategy and activities to resource our required income level.

Responsible for ensuring all staff, workers and volunteers have a clear understanding of and share in the Hospice's vision, values and behaviours and are aware of policies, and policy changes. Encourage a culture of continuous improvement and mutual cooperation.

Responsible and accountable for the line management of team leaders, providing leadership, effective motivation, and support to all staff and workers helping them achieve in their own roles in a professional and team focused way: ensuring a framework for their personal welfare, development and all mandatory training needs and they are working in a health and safety compliant environment.

Responsible for leading the relationships with our large body of valued volunteers, ensuring a robust framework of volunteer support, mandatory training and policies is provided by the Hospice, and for development of volunteer roles.

Responsible for ensuring retail sales takings, electronic resources and all recording systems are appropriate to safeguard our operations, staff, workers, volunteers and property and meet GDPR requirements: to include stock and equipment, property, dedicated IT programmes, financial and electronic security.

Responsible for the recruitment and selection of Board approved posts, relationship and communications within and between teams, undertake appraisals, pay reviews, develop and implement approved Willow Burn employment policies and procedures, negotiate change in terms of employment, investigate complaints, incidents, and take disciplinary and other corrective measures when required.

To collate, analyse and interpret relevant information from a variety of sources, develop options culminating in selection of effective action plans to resolve particular issues or introduce service change

To regularly audit operational activity to drive forward a quality framework and good governance and deliver compliance with constitutional, regulatory and legal obligations.

### **Working with the Board of Trustees**

To fully and regularly report to Hospice Board, Subcommittees, and Chair as appropriate, ensuring that the Board is fully aware of strategic and day to day operational issues which may affect the performance and risk management of the Hospice, and advise and implement appropriate risk mitigation.

To be strategically aware of and responsive to the evolving business and care environment in which the Hospice operates, to work with the Board to develop optimal mid - long term operational and strategic plans underpinned by sound resource planning.

To implement the agreed decisions of the Board in a timely and appropriately managed manner.

To assess and advise the Board on fulfilling roles and responses appropriate for Willow Burn in the workings of the North East Collaborative.

### **Service Delivery**

Responsible for overseeing the delivery of clinical governance, that all the necessary policies and procedures are followed achieving high quality patient centred care and encouraging the effective and efficient use of resources.

To hold the role of Nominated Individual with the Care Quality Commission (CQC), working with the Registered Manager to ensure compliance with all required professional, legislative and CQC standards and service inspections in order to deliver the highest possible standards of clinical care and maximum efficiency.

Responsible for working with other agencies, Hospices, stakeholders and commissioners in the furtherance of the aims and objectives of the Hospice.

Responsible for ensuring that appropriate audits/ surveys of services are undertaken, and outcomes responded to in order to facilitate improvements to services.

### **Promoting the Charity**

To embrace knowledge of the service area and its communities, promote good communications, use all methods and opportunities to ensure that the work of the Hospice is known and valued, and to seek out opportunities for furthering its strength and reputation locally, regionally and wider.

To develop and maintain personal contacts with key individual donors and trusts who support our charity

To communicate appropriately with individuals, groups both inside and outside of the charity and media and public: the information may be complex, highly sensitive or potentially contentious.

Any other delegated responsibilities from the Board that may evolve.

**Person Specification  
Director of Operations**

<b>Criteria</b>	<b>Essential</b> <i>Requirements necessary for safe and effective performance in the job</i>	<b>Method of Assessment</b>	<b>Desirable</b> <i>Where available, elements that contribute to the improved/immediate performance of the job</i>	<b>Method of Assessment</b>
Qualifications and Training	Degree level education or equivalent. Evidence of continuing professional development in a relevant area to the role.	Application form, CV (evidenced)	Professional qualification / membership of a professional body relevant to the role.	Application

<p>Experience and knowledge</p>	<p>Successful and recent achievement record within a multi-faceted environment.</p> <p>Successful, effective and recent senior operational management experience of a medium to large team.</p> <p>Successful and recent experience of leading and managing transformational change.</p> <p>Demonstrate experience of business planning, auditing, monitoring and encouraging best practices to improve quality and cost effectiveness.</p> <p>Significant budgetary experience and robust financial management</p> <p>Successful and effective leader and staff manager, with sensitivity, who demonstrates collective and flexible leadership and working style to meet organisational needs.</p> <p>Significant successful experience of implementing protocols and policies to deliver regulatory compliance.</p> <p>Proven ability to lead the day to day delivery of quality assured, effective and timely outcomes/ service levels.</p> <p>Experience of successful service marketing, managing client</p>	<p>Application form, CV interview, references</p>	<p>Management experience gained in more than one sector: private, public or third sector.</p> <p>Experience of volunteering.</p> <p>Experience of working with non-executive Directors and/or Board of Trustees.</p> <p>Experience of maximising income potential and actual receipts from a variety of sources and engaging with donor relationships.</p> <p>Good HR knowledge.</p> <p>Good understanding of current and emerging issues for health /palliative care services and commissioning.</p> <p>Good understanding of the third sector and hospice sector and the future landscape for health and social care.</p> <p>Good knowledge of regulatory framework of CQC and other activity.</p>	<p>Application form, CV, interview, references</p>
---------------------------------	---	---	--	--

	relationships and collaborative working with key stakeholders.			
--	--	--	--	--

<p>Skills</p>	<p>Highly skilled negotiator</p> <p>Able to collate, analyse evidence and interpret information from a variety of sources, including financial data, and develop options and determine best actions where they may be conflicting priorities.</p> <p>Able to make sound reasoned balanced judgements and understanding their consequences in complex multi factorial situations.</p>	<p>Application form, CV, interview, references</p>		<p>Application form, CV, interview, references</p>
---------------	--	--	--	--

<p>Personal effectiveness and behaviours</p>	<p>Analytical and judgement skills.</p> <p>Produces work of a consistently high standard to frequently tight deadlines to prioritise and organise their work load accordingly.</p> <p>Energetic, self-motivating and able to demonstrate an experience of motivating people.</p> <p>Aligned to Hospice's core mission, values and behaviours. Clear commitment to the provision of high quality end of life care and family support.</p> <p>Resilient, acts with integrity, respects confidentiality, deals constructively with criticisms and is professional at all times.</p>	<p>Application, interview. References.</p>		
	<p>Holds a full driving licence with access to a vehicle.</p>	<p>To be evidenced.</p>		



<p>Communication skills</p>	<p>Exceptional interpersonal skills, excellent report writing skills and be able to communicate appropriately with a wide range of individuals and groups internally and externally.</p> <p>Able to provide accurate high quality and timely reporting and performance information, communications and presentations.</p> <p>Able to delegate with effective oversight to achieve results.</p> <p>Able to influence, challenge to promote organisation, maintain and develop networks.</p>	<p>Application Interview, references</p>		
<p>Physical skills</p>	<p>Significant proficiency in keyboard skills to include word processing, use of Excel, PowerPoint and internet.</p>	<p>Interview</p>		

## Summary of Key Terms & Conditions for Director of Operations

<b>Period</b>	A permanent contract subject to a probation period of nine months, with regular performance reviews.
<b>Salary</b>	<p>The salary is dependent on experience and qualification, negotiable around £50-£55K for a full time post holder. Consideration may be given to this role on reduced hours and a pro rata salary.</p> <p>Employer contributions are made at the statutory minimum to pension fund held by Legal and General.</p>
<b>Hours</b>	<p>The post is for 37.5 hours per week, and attendance will be Monday to Friday 9am - 5.00 pm. The nature of the role requires some evening and weekend work, managed by time in lieu.</p> <p>The Board may consider an applicant fully meeting our person specification, who requests a less than full time post if satisfied that the business operations will not be adversely affected. The Board require as a minimum 30 hours per week and will not consider less than this.</p>
<b>Annual Leave</b>	Holiday entitlement is 28 days per annum for a full time post and 8 bank holiday.
<b>Location</b>	The post holder will be based at the office in Maiden Law, but will be expected to travel within the North East to attend external events and meetings.
<b>Travel Expenses</b>	Travel expenses are paid to accord with the charity's policy
<b>Probation</b>	9 months

<b>Notice Period</b>	3 months on either side
<b>Sick Pay</b>	Payments are in accordance with THH contractual arrangements.
<b>DBS Check</b>	Post holder must satisfy an enhanced DBS check
<b>Car Owner &amp; Driver</b>	The post holder must hold a valid driving licence and own a car that can be used for business purposes connected to the post.