

Regional Director - England Job Description

Reporting to Director of Operations England

Department Operations

Purpose of the job

To lead and represent the interests of Leonard Cheshire (LC) for the allocated operational areas in England.

To have management and commercial responsibility for the quality, compliance, financial performance, and development of all Leonard Cheshire (LC) Social Care services within the allocated areas.

The Role will report to the Director of England Operations, who has the overall accountability for England Operations and will work in partnership with them to ensure good working relations amongst the teams, following a collaborative and consistent approach across all regions.

The Regional Director will be required to manage and implement plans and processes for addressing and resolving local authority and regulatory concerns.

This role will manage and coordinate the modernisation of Leonard Cheshire with new systems and operational approaches to standardise our working practices for the allocated regions, under the oversight of the Director of England Operations.

The role will be responsible for ensuring all new integrated models are embedded and all services in the allocated areas are supported to deliver within these models.

Key responsibilities

- Deliver and lead the implementation of the strategic approach set out by Leonard Cheshire (LC's) executive team in the allocated areas, under the oversight of the Director of England Operations.
- Lead the provision of all social care services within the area of responsibility, setting performance targets (both service based and personal) and monitoring performance against these targets.
- Provide strong and effective leadership to service managers and Support managers within the area of responsibility. Coach and mentor them to build a cohesive and dynamic team which delivers on business KPIs and contributes to the improvement of the company's financial position.
- Set and maintain high standards of service delivery, in accordance with regulatory requirement, customer expectation and Leonard Cheshire (LC) policy and guidelines.

- Ensure timely and relevant management action is taken in the event of underperformance, non-compliance or serious incidents within the area of responsibility in order to safeguard the performance and reputation of the charity.
- Maintain budgets and business plan for the area of responsibility (including a Capex plan so out but company directors/executives) and to deliver financial performance in accordance with the agreed budget through a closely managed P&L account.
- Ensure Leonard Cheshire (LC) remains in contact with and reacts appropriately to specific policies and legislation within the specified areas, and to contribute to the development of organisational strategy as requested.
- Lead a cross functional team of internal stakeholders to deliver the regional plans that may require senior support in delivery and meeting key objectives.
- Ensure all services are delivering on their commercial objectives, set out by the company Executive Director of Operations. This is also inclusive of fees received reflexing care delivered.
- Establish and nurture strong relationships with external commissioners, partners and key sector influencers, with a view to bring good working relationships and increase the reputation of Leonard Cheshire, including negotiating inflationary uplifts to the percentage margins set out by Leonard Cheshire.
- Take a lead role in raising Leonard Cheshire (LC's) profile and reputation within the areas of responsibility.
- Uphold the values of the organisation at all times.
- The Regional Director must be a fit and proper person under Regulation 5 of the Health and Social Care Act (Regulated Activities) Regulation 2014*
- Act as deputy for the Director of England Operations, as and when required.
- Undertake any other reasonable duties as requested

Person specification

Essential requirements

- Educated to degree level or equivalent experience.
- A professional and/or formal managerial qualification would be advantageous.
- A qualification in Social Care Management would be advantageous.
- Substantial, demonstrable experience of managing a social care (or related) multi-site business, delivering against business plans and financial performance targets.
- Substantial management experience of influencing at a senior level within a complex, multi-site organisation.
- Proven success of benchmarking service delivery performance targets and of achieving outcomes against targets.
- Experience of developing and utilising management systems to support effective operational delivery.
- Experience of setting and managing a substantial budget through a Profit and Loss account.
- Significant success leading, managing and motivating teams.
- Experience managing organisational change.
- Extensive working knowledge of regulation relating to social care, in particular the National Minimum Standards.
- A thorough understanding of current social care policy issues, quality standards and best practice.
- Able to travel across the UK and stay overnight.
- Commitment to the values of Leonard Cheshire (LC)

- As a Director, you must be a fit and proper person under Regulation 5 of the Health and Social Care Act (Regulated Activities) Regulations 2014*

Key competencies and skills

- Strong leadership and management skills.
- Commercial and financial acumen.
- Analytical ability and problem-solving skills.
- Strong planning and organising skills, with the ability to develop, monitor and deliver targeted business plans, including setting and achieving Key Performance Indicators (KPIs).
- Strong verbal and written communication skills.
- Skilled at managing relationships and influencing a wide range of stakeholders (internal and external).
- Confident engaging and interacting with a diverse range of people particularly on a personal level.
- Exceptional IT skills in Microsoft Office, especially Word and Excel.

Key Performance Indicators

- All duties and responsibilities within this job description to be carried out in accordance with current Key Performance Indicators (KPIs).

*The checks we would make to fulfil our obligations under this regulation would be in line with the guidance from the Care Quality Commission, as described at <http://www.cqc.org.uk/content/regulation-5-fit-and-proper-persons-directors>

Our values at Leonard Cheshire

Positive warm and empathetic, we always look to progress and improve.

Proud strong-willed and spirited, we are firm in our beliefs.

Pioneering confident and imaginative, we are creative change makers.

Leonard Cheshire welcomes applications from all sections of the community. We actively encourage applications from people with a disability, supporting where possible, your requirements for reasonable adjustments.

