



JOB DESCRIPTION

JOB TITLE: Director of Operations

DEPARTMENT: Executive

RESPONSIBLE TO: CEO

ACCOUNTABLE TO: CEO

ellenor Hospice is a specialist palliative care provider for adults and children in Dartford, Gravesham and Swanley. The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

The In-patient Ward for adults currently has 14beds. The Medical Service provides medical support to adult inpatient and outpatients, including ward rounds, admissions, home visits and MDT meetings.

There is an outpatient Adult Living Well Service, out-patient clinics along with Physiotherapy, Occupational Therapy and Wellbeing Services provided including Complementary Therapy, Counselling, bereavement and family and carers support, and Chaplaincy.

The Community Service comprises the Adult Hospice at Home Team and also a Care Home Support Team.

The Children's Hospice at Home service provides specialist nursing support as well as hands on nursing and short breaks to children with cancer or palliative care needs in their own homes.

The medical support for the Children's team is provided by the children's own GP and the Consultants at the Tertiary centres in London

The population of the core area (Dartford, Gravesham and Swanley), where both adult and children's services are provided; is approximately 270,000 people, with over 45,000 adults above the age of 65 .

Role purpose

The Director of Operations is responsible for the day-to-day non-clinical operational and administrative functions the organisation. To provide leadership and project management to organisation-wide business operations, playing a key role in the executive team. To identify and realise opportunities to expand the organisation's non-clinical services and profile. To devise and implement systems to monitor non-clinical quality and compliance across the organisation, in line with regulatory frameworks. To deputise for the Chief Executive.

Internal Key relationships

- Chief Executive (Line Manager)
- Board of Trustees
- Executive Leadership Team
- Senior Leadership Team
- Operational Leadership Team

External Key relationships (this list is not exhaustive but identifies some of the key stakeholders)

- Health and social care providers locally,
- Hospices,
- Insurers
- Contractors
- Auditors
- Local businesses,
- Local Council
- Commissioners,

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

Duties and Responsibilities:

- Support the executive in strategic business development and operations for the organisation, deputising for the Chief Executive, as appropriate.
- Maintain strong governance structures to ensure policy and practice meets regulatory requirements and our organisation's quality standards.
- Attend meetings and committees and executive team to report information, advise and make recommendations
- Understand and advise the Board of Trustees, CEO & Executive Team on regulatory compliance and quality standards for non-clinical business operations including for health and safety, finance and GDPR.
- Establish a high level of credibility and strong working relationships with internal and external stakeholders.
- Create and maintain a culture of strong performance that values the contributions of all staff and sets quality standards and key performance

indicators.

- Identify, develop and implement the required procedures, systems and controls to assure up to date policies are in place and regularly audited, working closely with the Director of Care to ensure this covers both clinical and non-clinical policies
- Working with the executive, and service leaders to ensure policies are consistently used and applied across the organisation.
- Monitor the effectiveness of health and safety practice across the organisation ensuring compliance with regulations and legislation
- Lead risk management, formulating and maintaining the risk register and ensuring regular reporting to the CEO and Board.
- Ensure all contracting and procurement activities are fully compliant with all public sector legislation and regulatory requirements to achieve best value for money.
- Lead and manage the site services team and oversee the programme of work including, auditing risk and ensuring regulatory compliance.
- Develop and implement strategies for premises management to ensure that the quality of the estates are improved, sustainable and maintained in line with relevant regulatory guidance.
- Lead and manage services to maintain contract performance and effective business development.
- Devise and apply key performance indicators to monitor managed contracts.
- Ensure the asset management plan and site master plans are accurate and that projects and priorities support the educational plans and requirements.
- Develop and project manage building improvement projects, on-site surveys, liaising with architects and contractors.
- Represent and promote the ethos and values of ellenor.
- Actively promote the safeguarding of all people.
- To take and be accountable for all decisions made within the parameters of the job description.

Development, Education and Training:

- To participate in continued professional development,
- To attend relevant professional meetings.
- To attend training to ensure compliance with regulatory roles held.

Health and Safety

The post holder has responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department or role.

General:

- Adapts and develops in line with the changing needs of the role,

- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required,
- To maintain up to date mandatory and essential to role training
- Works flexibly across sites and departments from time to time as may be requested by their managers,
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers,
- To follow all policies and procedures,
- To be aware of the staff values of the ellenor and to behave as a fit representative.

Postholder's Name

Postholder's Signature Date

Manager's Name

Manager's Signature Date

This Job Description will be reviewed on a regular basis