

CANDIDATE BRIEFING

DIRECTOR OF OPERATIONS

FOR

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- Link to <http://www.oldt.nhs.uk/>

This job is unlikely to attract a work permit. Applications from candidates who require a permit to work in the UK may not be considered if there are a sufficient number of other suitable candidates.

COPY OF ADVERTISEMENT

The Ridgeway Partnership is one of the leading providers in the UK of specialist health services to people with learning disabilities. The Trust also provides social care services which include enabling service users to live in their own home as a tenant, providing residential care in a registered care home in Oxfordshire and providing respite or Short Term Breaks services. The Trust provides services for adults and children who have complex and demanding health and social care support needs across the whole county and beyond. Our services include forensic, acute admission, rehabilitation and community health services as well as providing support to people living in their own homes. We have an ambitious organisational change and business expansion agenda, which includes the anticipated Foundation Trust authorisation in mid-2009.

Ridgeway Partnership
 Oxfordshire Learning Disability NHS
 NHS Trust

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Chief Executive *Attractive salary package*

The Chief Executive will provide high level strategic leadership and management to the whole organisation with an emphasis on high standards of care and effective use of resources. You will provide vision, direction and leadership to enable the Trust to achieve its strategic goals and deliver growth.

The successful candidate will have a proven track record of leading and delivering organisational change at Board level. In order to develop and deliver a sustainable future for the Trust, you will possess a high degree of commercial acumen and a sharp business mind. The capability to innovate and modernise in a fast changing environment is vital, as is the ability to influence and work collaboratively with a broad and diverse range of stakeholders across and beyond the county.

Director of Operations *Attractive salary package*

The Director of Operations is a Board level post which will contribute to the strategic leadership and direction of the Trust. The post carries Executive responsibility for managing the safe, effective delivery and performance of the Trust's operational services; Specialist Health Services and Supported Lifestyles and forging close working relationships across the two areas. Through working collaboratively with the board and our staff, you will help create a culture and vision for the Trust that embraces change with a determination to improve our services to service users.

The successful candidate will have significant experience at or near board level with a demonstrable track record of success in a complex health or social care organisation. A developed level of knowledge and understanding of national targets, performance, financial and strategic management and planning is essential. A decisive leader, you will be used to managing competing demands, capable and committed to translating policy and analysis into practical actions.

For further information on the roles and the Trust please visit www.acertus.co.uk/Ridgeway or telephone either Linda McCue or Krystyna Ruzsokiewicz on 01730 266208, email eva.griffiths@acertus.co.uk.

Closing date is 16th March, interviews for the Chief Executive post are scheduled to take place during w/c 30th March, the Director of Operations during w/c 6th April.

JOB DESCRIPTION

Job Title:	Director of Operations
Directorate:	Chief Executive
Base:	Slade House, Horspath Driftway, Headington
Salary:	c£70k
Accountable to:	Chief Executive

Key relationships: Non Executive Directors, Executive Directors, Clinical and Non Clinical staff throughout the Trust, South Central SHA, local authorities and PCTs and other external agencies and partners

1. JOB SUMMARY

The Director of Operations is a Board level post which will contribute to the strategic leadership and direction of the Trust. The post carries Executive responsibility for managing the safe, effective delivery and performance of the Trust's operational services, namely Specialist Health Services and Supported Lifestyles. The post holder will work corporately as a member of the Board and Executive Board to ensure the Trust's future is sustainable.

2. CORPORATE RESPONSIBILITIES

- 2.1 Contribute to the effective corporate leadership and management of the Trust as a member of the Trust Board and Executive Board
- 2.2 To have a key responsibility with other Directors for the quality of service and care provided to service users, the strategic direction of the Trust, the delivery of performance and the financial targets
- 2.3 Embrace high standards of employment practice and act in accordance with the 'NHS Managers Code of Conduct'
- 2.4 Help create a culture and vision for the Trust that embraces change with a determination to improve our services to service users and our working environment for staff
- 2.5 Promote the vision, values and goals of the organisation through own actions and visibility in the Trust
- 2.6 Work with director colleagues to facilitate corporate and directorate performance through realistic, cross referenced and measurable objectives
- 2.7 Hold a 'corporate' leadership role for delivery of cross cutting agendas that defines the ways of working between directorates and shapes individual and joint roles across the organisation
- 2.8 Develop a positive forward looking way of working which focuses on quality, safety, efficient delivery, compassion and effectiveness

3. KEY RESULTS AREAS

Delivery of immediate operational priorities and implementation

- 3.1 To ensure the delivery of safe, high quality services supported as necessary by professional advice from other Director colleagues
- 3.2 To manage the performance of the Service Directors within agreed financial and operational targets so that an effective and efficient person centred service is provided
- 3.3 To make sure that services become more responsive to the needs of service users and that they continue to influence the delivery and quality of services within financial and operational constraints.
- 3.4 To ensure the achievement of national Healthcare Commission and CSCI targets.
- 3.5 To ensure effective communication both within and between the operational directorates and corporate directorates and that the importance of good and clear communication is understood and prioritised as part of the Board's commitment to improving staff satisfaction.
- 3.6 To implement in agreement with other Executive Directors the Trust's approved leadership strategy.
- 3.7 To ensure that all service directorates fully respond to the requirement of service and corporate governance arrangements of the Trust in a timely and sustainable manner.
- 3.8 To ensure the development of Specialist Health Services and Supported Lifestyles business plans which are aligned to Commissioners plans.
- 3.9 To ensure that the outcomes of service users and staff surveys are communicated and understood and all appropriate actions taken in Specialist Health Services and Supported Lifestyles Directorates.
- 3.10 To ensure that services are culturally sensitive and promote equality and diversity. The dignity and respect and the protection and promotion of service users rights is given high priority at all times
- 3.11 To ensure that systems, processes, and ways of working in the Trust are compliant with clinical governance requirements and health and safety legislation

4. Service Improvement /Change Management

- 4.1 To have lead responsibility for the productivity, innovation, and service improvement of the two operational directorates. This will include the development of operational directorate management teams to ensure that the operational directorates increasingly becoming autonomous business units, to ensure the Trust can operate successfully in the future as an FT.

- 4.2 To ensure that the Trust prepares adequately for known, and agreed, future strategies in such a manner as to both sustain and improve specialist health services and supportive lifestyles services. This will necessitate improved performance against national standards and indicators, and against the productivity metrics approved by the Trust Board.
- 4.3 To ensure the Service Lines within the operational directorates achieve their FT profitability metrics during 2009/10 and beyond with support from the Finance Director
- 4.4 To support the Medical Director and Director of Performance, Information and Governance in developing operational directorates whose quality indicators meet core national standards and progress towards higher performance on agreed measures.
- 4.5 To support the Director of HR in ensuring that the operational directorate staff in the Trust achieve workforce metrics, including reduced sickness rates, reduced vacancy rates reduced pay spend and sustained appraisal and mandatory training.

5. Leadership/development of service delivery teams and sustainability

- 5.1 To have line management responsibility for specialist health services and supported lifestyles directors and professional leadership of other operational leaders
- 5.2 To lead in developing cogent relationships between frontline and support directorates, supporting the Finance Director in the development of trading accounts
- 5.3 To develop and support the workings of the Directorate structure and in conjunction with Director colleagues ensure changes are conducive to the direction of the Trust are financially viable and are communicated and understood by all.
- 5.4 To ensure effective communication both within and between specialist health services and supportive lifestyles directorates and that the importance of good and clear communication is understood.
- 5.5 To provide an environment in which clinicians and operational managers are encouraged to develop their leadership role in support of delivering high quality care and delivery of national and local targets. This will include the development of succession planning arrangements for key clinical and operational leadership roles.
- 5.6 To develop capacity and capability in Service Managers in conjunction with Service Directors, Director of HR and other Directors.

6 FUNCTIONAL RESPONSIBILITIES

- 6.1 Responsible for the overall leadership, management and development of staff employed within the Director's responsibility
- 6.2 To ensure that all staff in the Directorates receive regular appraisal/reviews in accordance with the Knowledge and Skills Framework

6.3 To improve staff satisfaction at work amongst direct reports

7. GENERAL

7.1 This content of this job description is not exhaustive and will be updated on a regular basis as part of the appraisal review process.

7.2 Objectives and personal development plans will be agreed and reviewed annually with the Chief Executive

7.3 All Directors will be expected to participate as appropriate in external activities which contribute to the standing, reputation and perception of the Trust

The duties and responsibilities in this job description is neither exclusive nor exhaustive they will be regularly reviewed and may be amended in the light of changing circumstances following consultation with the post holder.

PERSON SPECIFICATION

Attributes	Essential Criteria
Education/Qualification	Degree or equivalent level professional qualification Appropriate business leadership qualification e.g. MBA Evidence of continued professional development
Experience	<p>At least five years experience at or near board level either as a Director or other senior leadership role with a demonstrable track record of success in a complex health or social care organisation</p> <p>Evidence of participation in corporate decision making and managing in a complex change environment creating sustained improvements</p> <p>Leading multi professional and cross organisational service development and evidence of successful delivery of agreed service objectives</p> <p>A track record of achievement in all or most of the following:-</p> <ul style="list-style-type: none"> • Operational Management • Effective performance management • Introducing robust systems and processes • Developing staff • Facilitation and development of groups • Prioritising workload • Delivering targets • Business case assessment
Knowledge and understanding	<p>A developed level of understanding of :-</p> <ul style="list-style-type: none"> • National targets • Performance management methodology • Financial management • Strategic and operational planning • Workforce management
Skills	<p>Advanced communication, presentation and interpersonal skills</p> <p>Ability to lead and contribute to policy development</p> <p>High degree of report writing skills</p> <p>High degree of analytical skills</p> <p>Decisive leader, capable and committed to translating policy and analysis into practical actions</p> <p>Strong prioritisation skills with the ability to manage competing demands</p> <p>Highly skilled in influencing, negotiating, and building working relationships</p> <p>Strong performance management skills</p> <p>Experience of working with Clinical staff</p> <p>Evidence of achievement of team working</p> <p>Evidence of building strong teams</p>
Personal qualities	<ul style="list-style-type: none"> • Inspirational leader • Self motivator • Proactive • Creative • Innovator • Demonstrates commitment to continuous self development

	<ul style="list-style-type: none">• Commitment to team working including collaborative working and delegation• Self awareness• Personal value base conducive with agreed values and behaviour in Trust
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APPLICATION AND SELECTION PROCESS

Action	Chief Executive post	Director of Operations post
Press advertisement appears	25 th and 26 th February	25 th and 26 th February
Closing date	23 rd March	23 rd March
Initial interviews with Acertus	W/c 23 rd , 30 th March and w/c 6 th April	W/c 23 rd , 30 th March and w/c 6 th April
Final panel interviews, stakeholder meetings	22 nd April	14 th April

If you are interested in applying for either position please forward, preferably via email, an up to date CV accompanied by a covering letter to:

Eve.griffiths@acertus.co.uk

Acertus Search & Select, 2nd Floor Pages Court, St Peters Road, Petersfield, Hampshire GU32 3HX

Your application should demonstrate how you meet the requirements of the role and person specification. All information given will be treated in the strictest confidence.

To arrange an informal / confidential conversation to discuss either role in more detail with either Linda McCue or Krystyna Ruskiewicz please contact Eve Griffiths on 01730 266208 or via the email address above.

Appointments will be subject to the receipt of two satisfactory references. Referees will not be contacted without your authorisation.

You are invited to complete and return the attached Equal Opportunities Monitoring Form.

This will help our client to follow the recommendations of the Equal Opportunities Commission, the Commission for Racial Equality and the Disability Rights Commission, that employers should monitor selection decisions to assess whether equality of opportunity is being achieved. The information on the form will be treated as confidential, and used for statistical purposes only. The form will not be treated as part of your application.