

Job Description

School
Post Held

Bradstow School
Residential Services Operations
Manager

Salary Scale
Hours

PO7 plus sleeping in allowance
41 hrs

To Whom Responsible

Head of Residential Services

Aim of the Post

To operationally manage, plan, direct and coordinate the operations of the Residential Services, under the oversight from the Head of Residential Services. The Residential Services Operations Manager is responsible for ensuring and improving the performance, quality, compliance, efficiency of the Residential Services and the organisational operations.

Duty Hours

The core working rotas will be managed by the Residential Services Operations Manager and be overseen by the Head of Residential Services to meet the operational demands upon the Care Management Team potentially out of school hours.

The Residential Services Operations Manager will be required to be flexible in responding to the operational demands of the organisation. This will include some weekend duties and evening commitments, including sleeping-in duties, for which an additional allowance will be paid.

Duties comprise:

- **Delivery against Standards** - Under the supervision of the Head of Residential Services to operationally manage, quality assure and embed the Children's Home Regulations and Standards, ensuring these are maintained to lead a service of the highest level.
- **Safeguarding** – Under the direction of the Head of Residential Services, to act as the Deputy Designated Safeguarding Lead for the organisation and assist the Designated Safeguarding Lead in developing and implementing policy across the Education/Residential Services, including staff awareness and professional development.
- **Culture** - Nurturing and sustaining a Culture of Gentleness in the homes and supporting this across the school community, providing a role model for young people by working in ways that are attentive, responsive and intentionally apply Bradstow's visions, values and organisational behaviours.
- **Young Person Focus** - Prioritising the needs and ensuring the health, wellbeing and safety of the young people within the homes at all times. Consistently leading in ways that support and improve the young person's personal environment, sense of

companionship and community in their home at Bradstow. **(The quality and purpose of care standards Reg. 6)**

- **Quality Assurance** - Coordinate and monitor the work of various departments involved in care and support of the Residential Services. Monitor performance and implement improvements. Ensure quality and improve the regulative compliance of the residential services. Under the supervision of the Head of Residential Services and in partnership with other members of the Care Management team, manage quality and quantity of employee productivity, in line with the Vision Statement and the home's Statement of Purpose. Manage and have oversight of the maintenance of equipment and home environments. Manage technical support where necessary.
- **Coordination and Supervision** - Coordinate, manage, supervise, monitor the workings of Home Managers in the Residential Services.
- **Role Modelling** - Leading by example in speaking only kindly and encouraging positive relationships as a key point of contact between Bradstow and the young person's parents/carer/other relevant external professionals communicating politely and courteously at all times. **(Engaging with the wider system to ensure children's needs are met Reg. 5)**
- **Best Practices** - Improve processes and policies in support of organisational goals. Formulate and implement departmental and organisational policies and procedures to maximise quality of care. Monitor adherence to rules, regulations and procedures.
- **Human Resources** - Plan the effective use of human resources within Residential Services. Support the organisation of recruitment and placement/allocation of required staff. Establish organisational structures. Delegate tasks and accountabilities. Establish work schedules. Monitor the Supervision and professional development of staff. Monitor and evaluate induction, performance management of staff, retention, sickness and professional development of the workforce.
- **Communication** – Collaborate with other areas to help monitor, manage and improve the efficiency of support services such as CMT, IT, HR, Finance, People Development and PBS Mentoring within the Residential Services. Facilitate coordination and communication with support functions, to improve the effectiveness of the service provided to the residential children homes. To support the effective communication between parents and carers and the Residential Services, and with other external agencies.
- **Budget Control** - Review financial data and utilise to improve financial viability. Agree and control operational budgets in line with the school's financial procedures. Oversee the inventory. Plan effective strategies for the financial wellbeing of the Residential Services.
- **Strategic Input** - Acting as a member of the Senior Management Team (SMT), liaising with other agencies/partners with which the school engages. Assist in the development of strategic plans for operational activity under the guidance of the Head of Residential Services. Implement and manage operational plans/policy.

Other - You will be required to undertake the responsibility of a Deputy Designated Safeguarding Lead for the school and will be expected to attend the necessary training and fulfil the requirements and ensure child protection policies and procedures are followed in line with legislation and Ofsted guidelines.

Any other duties commensurate with grade as directed by Line Managers.

- To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people.
- To ensure that the line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection.

This job description may be amended at any time after discussion with you.

Person Specification

Essential Criteria

1. Extensive experience of operational management, leading and supervising teams within a residential care environment.
2. Experience of working with children and / or adults with autism, learning disability and associated complex behaviours.
3. Proven ability to manage a budget.
4. Proven ability to undertake performance management systems and appraisal.
5. Good communications skills, including dealing with crisis situations.
6. Presentation skills and experience of delivering professional development.
7. Ability to prioritise and delegate appropriately.
8. Experience of IT systems including Microsoft word and Excel.
9. Sound knowledge of Safeguarding Legislation.
10. Working knowledge or awareness of the Children's Home Regulations and Standards and how they should be implemented.
11. To reach the required standard in Prospects PBS competencies (Positive Behaviour Support including physical interventions)
12. To be available to work flexible hours as operational requirements necessitate. This will include evenings and weekends
13. To have achieved QCF Level 5 (Diploma in Leadership for Health and Social Care and Children and Young People Services), or equivalent , or a willingness to successfully complete within 18 months of commencement of employment

Working at Bradstow can be both physically and mentally demanding. In order to be able to cope with this stress, candidates must be both physically and emotionally robust.

Candidates are short listed according to these stated criteria. Please address each criteria individually with a supporting statement within your application.