

**JOB TITLE:**

Regional Operations Manager (ROM)

**DEPARTMENT:**

Residential Services

**LOCATION:**

Region wide

Candidates must demonstrate on the application form  
they can meet all the essential criteria on the Person  
Specification, as this is to be used in the short listing  
and interview procedure.

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| **Criteria for Selection** | **Essential or Desirable** | **Method of Assessment** |
| **Knowledge, Skills and Personal Qualities** | E = Essential  D = Desirable | I = Interview  A = Application Form  R = References  Ac= Assessment Centre |
| Level 5 Diploma in Leadership for Health and Social Care and Children and Young People’s Services\* or willingness to undertake this or willingness to undertake this. | E | A |
| A recognised social work qualification or a professional qualification relevant to working with children at least to level 4. | E | A |
| Other management, clinical or education qualification. | D | A |
| Robust knowledge and application of law and best practice relating to looked after children and understanding of children’s safeguarding, residential childcare and family work. | E | A/I/AC |
| Knowledge of the organisational functioning and process of Ofsted | E | A/I/AC |
| Knowledge of the current changes taking place in children’s social care and inspection and commitment to keep us up to date across a wide range of professional matter | E | A/I/AC |
| Knowledge of children’s service markets, commissioning and legislative/regulatory frameworks. | E | A/I/AC |
| Understanding of relevant best practice in equality and diversity. | E | A/I/AC |
| Knowledge of the Education and schools legislative/regulatory framework | D | A/I |
| Broad knowledge of therapeutic approaches for emotionally and behaviourally disturbed children and young people. | D | A/I |
| Demonstrated Knowledge of operational and strategic management agendas relating to a mature and developing estate. | E | A/I |
| Developed knowledge of business planning, marketing, performance management and quality assurance within the children’s residential and education sector. | D | A/I |
| Effective leadership and management skills, including the ability to influence and command confidence. | E | A/I/AC |
| Possessing a consistent and authoritative management style. Ability to proactively coach, mentor and develop others and also delegate effectively | E | A/I/AC |
| High level thinking and communication skills, able to analyse and make connections between different fields, sectors and environments to translate between different styles of thinking and communicating, to present, negotiate and influence effectively. | E | A/I/AC |
| Methodical, organised and can effectively prepare to meet emerging requirements, such as Ofsted inspections, Quality Assurance visit as well as known deadlines. | E | A/I/AC |
| Training, coaching, supervision and identification of talent of staff | E | A/I/AC |
| High level communication skills, including that ability to present, negotiate and influence in person and in written reports and correspondence | E | A/I/AC |
| Ability to actively build constructive and open relationship with networks of colleagues, external agencies and regulators. | E | A/I/AC |
| Ability to manage conflicting and competing priorities. | E | A/I/AC |
| Ability to produce clear written reports expressing judgement cogently in writing. | E | A/I/AC |
| Use IT to make efficiencies and drive improvement | D | A/I |
| Using data to benchmark and conduct trends analysis | D | A/I |
| **Experience** |  |  |
| Containing and managing significant risk. | E | A/I |
| Track record of delivering change initiatives | E | A/I |
| Held registration as a Responsible Individual within an Ofsted registered Children’s Home | E | A/I |
| Management experience in residential childcare or special schools, including supporting provision through an Ofsted inspection | E | A/I |
| At least three years management experience (obtained within the last 5 years) relevant to residential care for children and young people. | E | A/I |
| Performance managing for the achievement of organisational objectives including budgeting and resource management. Using monitoring tools such as KPI’s/Management Reports/Dashboards/Budgetary controls functions. | E | A/I/AC |
| Developing and maintaining service excellence and customer care, and the creation of a culture of continual improvement | E | A/I/AC |
| At least three years of multi-site management | E | A/I |
| Robust customer interface and building of new and existing partnership relationships | E | A/I |
| At least three years’ experience of managing regulatory activities within social care, education or health | D | A/I |
| At least three years’ experience supervising, managing, coaching and mentoring professional staff in a related setting | D | A/I |
| Organisational ad system development | D | A/I |
| Experience in the delivery of tending submissions | D | A/I |
| **Special Requirements** |  |  |
| Embrace the values and ethos of the organisation and promote the vision to internal and external agencies | E | A/I |
| Committed to safeguarding and wellbeing of children and young people | E | A/I |
| Committed to equal opportunity and anti-discriminatory practice | E | A/I |

***\*Individual who obtained Level 4 Leadership and Management for Care Services and Health and Social Care prior to January 2011 may not have to requalify***