

Job Title:	Deputy Director – Operations
Reports to (job title):	Regional Director
Line Manager to:	

## Job purpose

The Deputy Director – Operations is responsible for ensuring the effective delivery of adult and children's healthcare services across the BSW community system. This includes bringing together multiple providers into a high-performing, financially sustainable system.

The postholder will:

- Implement the long-term transformation strategy, ensuring service delivery aligns with system-wide integration goals.
- Embed strong governance, compliance, and risk management frameworks into daily operations.
- Ensure that operational teams have the workforce, technology, and financial resources required to deliver high-quality, patient-centered care.
- Work closely with the Deputy Director of Transformation, ensuring that transformation initiatives are operationally feasible and financially sustainable.

## Base

This role operates across BSW, requiring collaboration with ICS leaders, NHS England, commissioners, acute and mental health providers, local authorities, voluntary sector organisations, and community care providers.

## This post is responsible for

- Overseeing the integration of community health services across multiple providers.
- Leading the implementation of Integrated Community Based Care (ICBC) transformation priorities.
- Ensuring regulatory and CQC quality compliance across all services.
- Embedding risk management frameworks to identify and proactively address operational challenges.
- Managing regional healthcare budgets, ensuring financial sustainability.
- Developing workforce planning, recruitment, and retention strategies.
- Aligning operational functions with strategic transformation initiatives, supporting workforce and financial planning

## Key responsibilities

- Service Integration & Operational Leadership
- Lead the delivery of community health services, ensuring coordination and alignment across providers.
- Implement ICBC transformation priorities, shifting services toward prevention, early intervention, and integrated care.
- Ensure all services meet Regulatory and CQC quality standards.
- Governance, Compliance & Risk Management
- Act as the lead governance officer for operations, ensuring CQC, statutory, and regulatory compliance.
- Lead risk management processes, ensuring operational challenges are identified and mitigated proactively.
- Collaborate with the Deputy Director of Transformation to ensure operational delivery aligns with long-term transformation goals.
- Financial Sustainability & Workforce Planning
- Oversee the regional healthcare budget, including local authority contracted services.
- Ensure financial sustainability by embedding budgetary controls and aligning contracts with performance expectations.
- Lead workforce planning efforts, ensuring recruitment and retention strategies support long-term operational success.
- Supporting & Aligning with the Deputy Director of Transformation
- Translate strategic transformation plans into real-world operational models.
- Ensure transformation projects are clinically and financially viable, supporting their implementation through workforce and operational planning.

## Proposed Job Plan

This role requires flexibility and adaptability to align operations with evolving healthcare system priorities. Responsibilities may be adjusted based on strategic and operational needs.

## Outline of Provisional Job Schedule

The post holder will work across BSW, providing strategic and operational leadership while collaborating with ICS, NHS England, and community healthcare providers.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"><li>• Inspire</li><li>• Understand</li><li>• Communicate</li></ul>	<ul style="list-style-type: none"><li>• Challenge</li><li>• Improve</li><li>• Learn</li></ul>	<ul style="list-style-type: none"><li>• Accountability</li><li>• Involve</li><li>• Resilience</li></ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

# Job Description

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- Extensive NHS leadership experience, particularly in large-scale operational leadership.
- Experience integrating healthcare services across multiple providers.
- Strong governance, compliance, and risk management expertise.
- Financial accountability experience, with a proven track record of delivering operational efficiencies.
- Ability to lead and align multi-agency partnerships, ensuring ICS and local authority collaboration

### Desirable

- Experience in ICS-level operational leadership.
- Strong knowledge of data-driven healthcare performance management.
- Professional qualification in healthcare management or governance

### Other Requirements

- Essential Qualifications & Experience
- Senior leadership experience within NHS, community healthcare, social care, or public health.
- Proven track record of leading large-scale service transformation.
- Experience in operational leadership and performance management in complex healthcare settings.
- Strong financial and budget management experience.
- Experience working with ICSs and local health and care partners.
- Understanding of population health management, integrated care, and NHS Long Term Plan objectives.

Employee signature

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Manager signature

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