



## Operations Manager – Residential Child Care

Location: Dumfries, Fife and Highlands

Reports to: Service Director

Salary:

Contract Type: Permanent

Hours: Full-time, 37–40 hours per week, with flexibility including on-call duties

### Job Purpose

To lead and manage the operational delivery of high-quality residential child care services across multiple homes, ensuring compliance with Scottish regulatory frameworks, safeguarding standards, and the principles of The Promise. The Operations Manager will support Registered Managers, promote trauma-informed care, and drive continuous improvement in outcomes for children and young people.

### Key Responsibilities

#### Leadership & Management

- Provide strategic and operational leadership to Registered Managers and care teams.
- Foster a culture of excellence, accountability, and child-centred practice.
- Lead recruitment, supervision, and development of staff to ensure high performance.

#### Quality Assurance & Compliance

- Ensure services meet or exceed Care Inspectorate standards and comply with the Children's Homes (Scotland) Regulations.
- Act as Designated Safeguarding Lead, ensuring robust safeguarding practices.
- Oversee implementation and review of care plans, risk assessments, and incident reporting.

#### Human Resources Responsibilities

- Oversee recruitment and onboarding processes to ensure effective staffing.
- Manage employee relations and support a positive workplace culture.
- Ensure compliance with employment law and organisational HR policies.
- Support performance management including appraisals and disciplinary procedures.
- Coordinate staff training and development to enhance skills and service quality.



### **Service Development**

- Contribute to strategic planning and service development aligned with The Promise and GIRFEC (Getting It Right for Every Child).
- Lead on improvement initiatives, audits, and service evaluations.
- Collaborate with commissioning bodies, education providers, and health professionals.

### **Finance & Resource Management**

- Manage budgets, staffing levels, and resources efficiently.
- Monitor financial performance and ensure cost-effective service delivery.

### **Stakeholder Engagement**

- Build strong relationships with families, local authorities, and external agencies.
- Represent the organisation at multi-agency meetings and forums.

### **Person Specification**

#### **Essential**

- SVQ Level 4 or equivalent in Social Services and Healthcare or Leadership and Management.
- Minimum 5 years' experience in residential child care, with at least 3 years in a leadership role.
- In-depth knowledge of Scottish child protection legislation, The Promise, and trauma-informed practice.
- Experience of managing multiple sites
- Proven ability to lead teams, manage change, and deliver high-quality care.
- Excellent communication, organisational, and problem-solving skills.

#### **Desirable**

- Experience managing multiple homes or services.
- Qualification in therapeutic approaches (e.g., Dyadic Developmental Psychotherapy, PACE).
- Full UK driving licence.