

Job Description – Director of Operations

Directorate:	Operations
Reports To:	Chief Executive & Registrar
Direct Reports:	Head of Registration Head of Business Process Improvement Portfolio Project Manager Facilities Manager PA to Director of Operations
Salary Band:	Band A

Main Purpose of Job

- Overall responsibility and management of the functions of the Operations Directorate.
- To develop and implement the HCPC operational strategies for the registrations functions, Continued Professional Development (CPD) function, Aspirant Groups function, quality ISO 9001:2000 function, customer service function, data archiving function, business reporting function, business continuity (disaster recovery) function and project management function working closely with the Chief Executive, relevant Committees and external stakeholders.
- Organisational lead in matters relating to risk management.

Position in Organisation

- Member of the Executive Management Team.
- HCPC liaison with Council and relevant Committees which include (but are not limited to) Finance and Resources Committee and Audit Committee.
- External liaison with relevant external stakeholders which include (but are not limited to) professional bodies, other professional regulators, and government agencies.
- Manages leads and provides support to the management and employees of the Operations Directorate.
- Liaises with employees at all levels within the organisation.

Scope of Job

- Overall responsibility for the departments within Operations Directorate (Registration Department, quality ISO 9001:2000, customer services, data archiving, business continuity, business reporting and Project Management functions).
- Develop and implement the strategy for the Operations Directorate.
- Development of a risk management strategy and policies.

Dimensions and Limits of Authority

- Manages the Operations Directorate budget, operating within the budgetary limits of these Departments.
- Manages the heads of the departments within the Operations Directorate.
- Deputises for the Chief Executive in his/her absence.

Skills, Knowledge and Abilities

Essential

- Holds a degree in a relevant field or equivalent relevant skills and knowledge.
- Significant demonstrated knowledge of working in a managerial role at an Executive level within an education, health or regulatory environment or similar.
- Demonstrated knowledge of how to lead, support and manage a team or several teams with a diverse range of complex functions.
- Significant knowledge of project management, designing and implementing complex internal business processes or equivalent.
- A demonstrated record of success in planning and managing work programmes from inception to completion and delivering on target.
- Proven ability to inspire and motivate a team, and foster enthusiasm and innovation.
- Knowledge of political and government processes.

- Ability to communicate effectively at a senior executive level, and with external stakeholders, including a high level of diplomacy.
- Ability to write executive reports and strategy documents on complex operational issues.
- Excellent oral communication skills, including the ability to develop effective working relationships, work flexibly across professional and operational boundaries, and communicate professionally with internal and external stakeholders at all levels.
- Sound working knowledge of window based software packages, including word processing, spreadsheets, databases, electronic mail, and the internet.
- Willingness to travel on a regular basis throughout the UK, including overnight stays as required.

Desirable

- Demonstrated knowledge of operating in a fast-paced commercial environment.

Duties and Key Responsibilities

Your principal duties and key responsibilities will be those set out below. In addition to those duties, HCPC reserves the right to require you to undertake additional or other duties within your capacity as may from time to time be reasonably required and necessary to meet the needs of the HCPC.

Management

- To perform the duties expected as a member of the Executive Management Team.
- Responsibility for line managing the heads of the departments within the Operations Directorate.
- Provide leadership and motivation for the teams within the Operations Directorate.
- To produce and manage business development plans, and performance and service delivery improvement plans and deliver these in support to HCPC's overall business strategy.

Strategy

- To develop the strategic direction for the Operations Directorate and oversee the implementation of this.

Management Reporting

- To oversee the budgets managed by heads of departments in the Operations Directorate and ensure they are being managed appropriately.
- To maintain data and statistics and provide reports to the Executive Management Team and Director of Operations of trends and performance.

Operational Functions

- Direct and guide the Registration departmental manager to manage the registration processes, including CPD.
- Direct and guide the Registration departmental manager in setting up procedures and reporting structures for managing the registration processes.
- Direct and guide the Project Management departmental manager to manage the processes around project management.
- Direct and guide the Business Improvement departmental manager to manage the processes around HCPC's ISO 9001:2000 registration, business continuity (disaster recovery), data archiving and business reporting.
- Manage the customer services function.

Communications and Stakeholder Management

- Establish and maintain strong working relationships with key HCPC stakeholders.
- To present and promote HCPC's operational aims, objectives and achieves its external organisations as required.

General

- To carry out the responsibilities of the post with due regard to the HCPC's Diversity Policy and to treat colleagues and other HCPC stakeholders with respect and dignity at all times.