

**Regional Operations Manager**

**Location:** Field-based (Regional)  
**Reports To:** Libertatem Operations Director  
**Hours:** Full-time

**About the Role**

The **Regional Operations Manager** is a critical leadership role responsible for **driving high-quality care delivery across multiple regional hubs or clusters**. This role is **field-based**, leading **Field Care Managers** and partnering closely with **Senior Nurse Managers/Senior Clinical Leads** to ensure scheduled care is delivered to **exceptional standards**.

The role is focused on **carer engagement and leadership, operational performance, recruitment, and package mobilisation**, ensuring **local service excellence and efficiency**. The Regional Operations Manager will work closely with internal teams to **expand and retain care packages**, recruit and develop carers, and drive overall business growth within their assigned region.

This is a **hands-on, high-impact** role, requiring a **strategic and people-focused leader** with strong operational expertise and a passion for delivering outstanding care.

Line Management:

* Field Care Managers who manage Team Leaders and Carers
* Carers directly where there is no Team Leader or Field Care Manager

The Operations Manager will work closely with

* Other Regional Operations Managers
* Central Operations Manager
* Senior Care Coordinators
* Care Coordinators
* Senior Nurse Managers and Clinical Leads
* Nurse Managers and Clinical Leads
* Clients
* Families of our clients
* Case Managers
* Funders

**Key Responsibilities**

**Leadership & People Management**

* **Lead and manage Field Care Managers** across multiple regional hubs, ensuring high levels of performance and engagement.
* Take **ownership of carer leadership and retention**, ensuring carers feel supported, valued, and developed within the organization.
* Promote a **culture of continuous improvement**, motivation, and high-quality service delivery across the care teams.
* Ensure teams comply with **CQC/CIW/RQIA regulations and company policies**, maintaining the highest standards of care.

**Operational Service Delivery & Quality**

* **Work in partnership with Senior Nurse Managers / Senior Clinical Leads** to ensure care is delivered to outstanding clinical and operational standards.
* Oversee **local service operations**, ensuring all care packages are effectively staffed and managed.
* Ensure **efficient workforce planning** to avoid gaps in care delivery and maintain operational effectiveness.
* Drive **service quality improvements** by monitoring performance, addressing challenges, and enhancing local care delivery.

**Recruitment, Mobilisation & Workforce Planning**

* **Oversee and drive regional recruitment**, ensuring vacancies are filled efficiently to meet care package demands.
* Reduce **time to hire and improve fill rate**, ensuring a steady pipeline of high-quality carers.
* Ensure the **smooth mobilisation of new care packages**, working closely with internal teams to recruit, train, and deploy staff.
* Identify workforce needs and work with **HR and recruitment teams** to implement hiring strategies that align with regional demands.

**Customer Service & Stakeholder Engagement**

* Act as a **key point of contact** for clients, carers, and stakeholders within the region.
* Ensure a **customer-first approach**, balancing client needs with operational and financial efficiency.
* Manage **service escalations and complaints**, ensuring timely resolution and client satisfaction.
* Work closely with business development teams to **retain and grow service packages** in the region.

**KPI Management & Performance Monitoring**

The **Regional Operations Manager** will be responsible for achieving key performance indicators, including:  
✅ **Carer engagement and retention** – ensuring high levels of staff satisfaction, reducing attrition, and fostering a positive working environment.  
✅ **Recruitment time to hire and fill rate** – reducing hiring time and ensuring vacancies are filled promptly to meet service needs.  
✅ **Package retention** – ensuring existing care packages remain stable and long-term service users receive consistent care.  
✅ **New package growth and acquisition** – driving expansion by onboarding new clients and increasing service reach within the region.

**Business Growth & Development**

* Work closely with the **Commercial Team and Operations Director** to identify and execute **regional expansion strategies**.
* Support the **development of new clusters or hubs**, ensuring they are effectively staffed and resourced.
* Implement **efficiency improvements** to optimize workforce productivity and cost-effectiveness.

**Crisis Management & On-Call Duties**

* Be part of the **on-call rota**, supporting operational teams in handling urgent issues outside of core hours.
* Ensure **regional escalation processes** are in place and effectively managed.

**Skills & Experience Required**

✅ **Proven leadership experience** – managing teams in a field-based operational role.  
✅ **Strong operational management skills** – ability to drive efficiency, workforce planning, and service quality.  
✅ **Excellent communication and collaboration skills** – ability to engage with carers, clients, and internal stakeholders.  
✅ **Experience in healthcare, social care, or domiciliary care** – understanding of regulatory and compliance requirements (CQC).  
✅ **Hands-on problem solver** – thrives in a fast-paced environment and takes ownership of challenges.  
✅ **Ability to drive recruitment and workforce planning** – ensuring services are adequately staffed and mobilised.  
✅ **Proficiency in scheduling and workforce management systems** – experience with systems like One Touch is an advantage.

**Why Join Us?**

This is a **high-impact leadership role** for someone who wants to drive **local service delivery, workforce development, and business growth**. If you are a **strategic, people-focused leader** with a passion for delivering **outstanding care and operational excellence**, we would love to hear from you!