Regional Service Director

## Job details

|  |  |
| --- | --- |
| Job title: | Regional Service Director |
| Hours: | 37.5 hours (Monday-Friday) (Flexible working by negotiation) |
| Department: | NHS TTS - Mental Health |
| Location: | Remote with Nationwide travel as required |
| Reporting to: (job title only) | Mental Health Talking Therapies Operations Director |
| Direct reports: (job title only) | Service Leadership |
| Job purpose: | * As part of the Mental Health Senior Leadership Team, the Regional Service Director is responsible for leading regional service operations within the NHS Talking Therapies Business Unit * This role involves strategic system & service planning for multiple services, operational delivery, strong team leadership, fostering a strong relationship with regional clinical counterparts and close collaboration with other departments to achieve VHG’s objectives. * The postholder will be expected to build & maintain and own a senior directorate relationship with the ICB’s in their region * The role is crucial in driving strong profitability and is accountable for Regional P&L’s. * Responsible for sharing best practice and initiating change & efficiencies within their region * Accountable to the Operations Director for the operational & financial delivery and reporting of risk within the Regional Services |
| Role and Responsibilities: | Operational Responsibilities:  * **Implementation of New Initiatives:** Lead the successful mobilisation and implementation of new service initiatives, and drive change forward in line with strategic priorities, collaborating with business-wide stakeholders to drive innovation and improvement. * **Leadership and Performance Management:** Oversee and drive the performance and KPI delivery of multiple NHS Talking Therapies services, ensuring alignment with strategic objectives and high standards of care. * **Operational Accountability:** Take full operational accountability for all processes and outcomes across the region, working with key stakeholders to utilise key performance measures and the P&L to ensure efficiency and profitability. * **Strategic System Improvement:** Lead the continuous improvement of operational systems, processes, and policies to achieve company objectives, effectively aligning with customer and business needs. * **Capacity Management:** Strategically manage capacity and forecasting utilising resources across the region to ensure sufficient resources to handle current and projected business volumes, optimising clinician utilisation. * **Performance Reporting:** Provide comprehensive performance updates and metrics on the operational, clinical, and financial effectiveness of all services in the region, ensuring transparent communication with key stakeholders. * **Stakeholder Engagement:** Report on regional financial and operational performance to senior stakeholders, primarily the Operations Director as well as the Operational Board and Executive Management Team, ensuring informed decision-making at the highest levels. * **Service Innovation:** Drive continual improvements in service delivery through innovative service propositions, enhancing the quality and efficiency of care provided. * **Employee Performance Management:** Ensure effective performance systems in place to make sure all employees perform at the level required by the business and its customers, promoting best practice across the region. * **Clinical & Governance Collaboration:** Partner with Clinical & Governance to proactively implement regional changes to uphold clinical standards and ensure safe clinical practices across the region. * **Health and Safety Compliance:** Accountability for all health and safety requirements across the services in the region, maintaining a safe and effective working environment.  Financial Responsibilities:  * **Revenue and Profitability Accountability:** Take full financial accountability for the revenue and profitability of the services in the region, ensuring financial targets are met and sustained. * **Budget Management:** Set and manage budgets with service leadership teams, including re-forecasting and adjusting service delivery to achieve financial targets, ensuring alignment with overall business objectives. * **Operational Efficiency:** Ensure operational efficiency within the region by conducting ongoing cost reviews and effectively implementing potential cost-saving measures. * **Financial Reporting:** Provide comprehensive financial reports and updates to senior stakeholders, primarily the Operations Director as well as the Operational Board and Executive Management Team, to facilitate informed decision-making. * **Strategic Financial Planning:** Lead strategic financial planning initiatives, ensuring long-term financial stability and growth for the services in the region. * **Performance Metrics:** Utilise key financial performance metrics to drive decisions and improvements, aligning financial performance with operational goals. * **Cost Management:** Implement robust cost management strategies to optimise resource utilisation and enhance profitability. * **Stakeholder Communication:** Ensure transparent and effective communication of financial performance and risks to key stakeholders, maintaining accountability and trust at the highest levels.  People Responsibilities:  * **Recruitment and Training:** In partnership with service management, oversee the recruitment and training of new employees, ensuring alignment with budget and business requirements. * **Direct Report Management:** Manage and develop direct reports, supporting their personal development and ensuring they meet business needs. * **Performance Wellbeing and Development Meetings:** Conduct PWDs for direct reports and ensure appraisals are completed across the region as required, maintaining high performance standards. * **Hands-On Management:** Engage in hands-on people management to ensure all employees within the region feel engaged, supported, and valued. * **Team Support:** Ensure the wider team is supported in their clinical and professional progression through training and development opportunities, project work, peer support, and mentoring. * **Mandatory Training Compliance:** Ensure all mandatory training is completed throughout the region in a timely manner to adhere to relevant Quality Assurance Accreditations. * **Employee Engagement:** Foster a positive and inclusive work environment, promoting employee engagement and well-being across the regional services. * **Leadership Development:** Implement leadership development programs to build a pipeline of future leaders within the services. * **Performance Management:** Develop and enforce performance management systems to maintain high standards and address any performance issues promptly. * **Talent Retention:** Develop and implement strategies to retain top talent, minimising turnover and ensuring continuity of high-quality service delivery and succession planning. * **Stakeholder Collaboration:** Work closely with HR and other departments to align people strategies with overall business objectives, ensuring a cohesive approach to talent management.  Customer Responsibilities:  * **SLA and KPI Achievement:** Ensure that all relevant customer SLAs and KPIs are met and exceeded across the region, maintaining high standards of performance and customer satisfaction. * **ICB Relationship Management:** Effectively manage the senior directorate relationship with the ICB, attendance at contract meetings where required, and responding to ad hoc requests from the customer, ensuring open and effective communication. * **Contractual Commitments:** Ensure the delivery of services to clients aligns with contractual commitments, upholding the highest levels of service quality and reliability. * **Customer Retention:** Contribute to the retention of contracts by achieving service excellence, consistently meeting and exceeding contracted commitments, and fostering long-term relationships. * **Customer Feedback:** Collect and analyse customer feedback to inform continuous service improvement and address any issues promptly. * **Proactive Communication:** Maintain proactive and transparent communication with customers, keeping them informed about service performance and any relevant developments. * **Customer Satisfaction:** Implement strategies to measure and enhance customer satisfaction, ensuring a positive experience across all touchpoints. * **Issue Resolution:** Oversee the resolution of customer issues and complaints, ensuring timely and effective solutions to maintain customer trust and loyalty. * **Service Customisation:** Work with customers to understand their unique needs and tailor services, accordingly, enhancing the value provided to each client.   **Equality Diversity & Inclusion (EDI)**    We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.     * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible, to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice     Any other reasonable request as required. |
| Additional information: | Some travel including occasional overnight stays is required, so a full clean driving licence is desired. |

## Person specification

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** |  | * Charted Management Institute Qualification/Institute of Leadership and Management |
| **Experience** | * Significant (e.g. 3 years+) senior management experience and proven leadership within a Mental Health Service * Significant experience of delivering operations (e.g. 3 years+) in a senior management position in a high achieving/ target driven environment * Significant (e.g. 3 Years+) experience of owning and managing senior customer/ ICB relationships. * Demonstrated experience of identifying, owning large scale business changes that span multiple departments/ areas. * Experience of full P&L and Financial accountability, for multiple services |  |
| **Skills/knowledge** | * Full understanding and confidence in dealing and communicating the position on financial data at a senior level. * Microsoft Excel & PowerPoint ability – intermediate level minimum * Strong familiarity of using PowerBi for data analysis * Ability to build, check & challenge financial-operational models * Ability to build, check & challenge workforce planning-operational models | * Other software skills/knowledge such as Co-Pilot, AI tools, PowerAutomate |
| **Specialist training** |  | * Clinical training including clinical background in mental health an advantage, but not essential. |
| **Personal competencies and qualities** | * Excellent senior stakeholder management skills and abilities * Ability to work individually or within a team and foster good working relationships * Good analytical skills with ability to interrogate and use data to support change * Experience with developing budgets and writing business plans * Evidence of values that are consistent with VHG * Interpersonal skills to engage and develop working alliances with colleagues and patients. * Evidence of an openness to learning new knowledge and skills. * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work under pressure * An awareness of and commitment to supporting and facilitating diversity and inclusion * Excellent time management skills |  |

# Version Control

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.0 | Status: | PUBLISHED |
| Date Published: | 05/07/2024 | Code: | TBC |  |  |

|  |  |  |
| --- | --- | --- |
| Version: | Date: | Summary of Changes |
| V1 | 05/07/24 | Document created |
|  |  |  |