

Job Description

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care & support
'Everyone Matters'™

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Operations Director (Director of Operations)

Job Description

Position	Operations Director/Director of Operations
Reporting to	Managing Director
Responsible for	Regional Operations Managers

Job Context	Avante Care & Support provides residential and domiciliary care services to 1000+ residents and service users in London and Kent. At Avante Care and Support, we believe in making a meaningful difference every day, for the people we support, our teams, and the communities we serve. With a proud history of delivering compassionate, high-quality care, we are on an exciting journey of transformation and growth. We are seeking an inspiring Director of Operations to join our Executive Team; someone who will drive high-performing, commercially sustainable services while fostering a conscious, values-led culture where people feel empowered, trusted, and valued.
Job Location	The role involves hybrid working (from home, head office and relevant Avante locations).
Job Summary	As Operations Director, you will provide strategic leadership across all operational services, ensuring that Avante continues to deliver exceptional, person-centred care while expanding its reach and impact. You will lead on driving performance improvement, commercial growth, and innovation, creating the conditions for sustainable success in a complex and regulated sector. This role requires a balance of operational excellence, commercial acumen, and conscious leadership; someone who can think strategically, act with integrity, and inspire others to deliver their best work.

Main Responsibilities:

Operational Leadership

- Lead the operational delivery of Avante’s services, ensuring excellence, efficiency, and alignment with Avante’s mission, strategy, and values.
- Drive high performance and consistent quality across all operational areas, ensuring services exceed regulatory expectations.
- Develop, implement, and review operational strategies that enhance service delivery, commercial growth, and Avante’s charitable impact.
- Ensure operational services deliver optimum commercial and financial performance while maintaining the highest standards of care and sustainability.

Strategic Development & Insight

- Work closely with the Executive Team to shape, deliver, and evaluate Avante’s strategic priorities.
- Use data, insight, and critical thinking to identify opportunities for service improvement, innovation, diversification, and expansion.
- Monitor emerging market trends, regulatory developments, and strategic opportunities to strengthen Avante’s position and impact.

Regulatory Compliance & Governance

- Maintain up-to-date knowledge of relevant legislation, regulation, guidance, and best practice affecting adult social care and Avante’s services.
- Carry out the role of *Nominated Individual* for services registered with CQC, ensuring full compliance with CQC regulations and other applicable standards.
- Ensure robust governance frameworks and systems for safeguarding, clinical governance, risk management, and continuous improvement are in place and adhered to across all services.
- Oversee complex Coroner’s cases, navigating legal and regulatory frameworks, and managing risk through robust complaints resolution and governance processes.

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- Maintain rigorous oversight of operational compliance, producing and maintaining appropriate monitoring and reporting systems in line with Avante’s requirements to ensure assurance, reassurance and transparency.
- Report, by exception, all business-critical incidents to the Managing Director. Business-critical incidents include, but are not limited to:
 - Incidents likely to result in a Warning Notice or other regulatory action from CQC or equivalent bodies.
 - Events that result in a service being embargoed for placement.
 - Non-compliance with Avante policies and procedures that lead to complaints or adverse publicity.
 - Significant or sustained deviations from the fiscal plan.
- Ensure effective and timely response systems to incidents, including learning and improvement processes.

Service Development & Commercial Growth

- Lead the development of sustainable service models that enhance Avante’s quality, impact, and financial resilience.
- Identify opportunities for diversification, partnerships, and business development in alignment with Avante’s strategy and values.
- Champion innovation and continuous improvement to deliver person-centred, effective, and sustainable care.

Culture, Leadership & People

- Champion a conscious, people-first culture where trust, empowerment, and accountability thrive.
- Inspire, lead, and develop a high-performing operational leadership team that delivers excellence and embodies Avante’s values.
- Foster an environment where colleagues feel valued, supported, and empowered to exercise professional judgement with autonomy and purpose.
- Model emotionally intelligent, inclusive, and values-driven leadership that builds engagement, wellbeing, and collective accountability across Avante.

Relationship Management & Advocacy

- Build and maintain strong relationships with commissioners, regulators, strategic partners, and the wider care sector.
- Represent Avante as an ambassador for integrity, quality, innovation, and conscious leadership in care and support.
- Contribute to sector-wide thought leadership and advocacy on issues shaping the future of adult social care.

Please note

From time to time your manager may ask you to undertake reasonable tasks not stated within this role profile but commensurate with your position. Avante Care & Support also reserves the right to review and update this profile to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you.

Person Specifications

	Essential	Desirable
Education	• Degree-level qualification in a relevant field (e.g. health and social care, nursing or business management). • Evidence of ongoing professional development in leadership, management, or organisational improvement.	• Postgraduate qualification in management, business administration, or health/social care leadership. • Relevant professional registration in Nursing or Social Work.

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Experience	• Substantial senior leadership experience in a complex, multi-site organisation within health or social care. • Proven track record of driving operational excellence, quality improvement, and commercial growth in a residential care setting. • Experience in leading high-performing teams and fostering strong leadership capability across large, diverse workforces. • Demonstrable success in shaping and implementing strategy, translating vision into measurable outcomes. • Experience of working within a regulated environment, with a strong understanding of CQC standards and governance frameworks. • Evidence of developing and sustaining effective partnerships with external stakeholders such as commissioners, regulators, and community partners. • Experience of leading organisational transformation with measurable improvement in performance and engagement.	• Experience of contributing at Executive or Board level. • Exposure to social enterprise or charitable models of governance and delivery.
Skills/ Competencies	• Strategic thinker with the ability to assess complex systems, identify priorities, and design practical solutions. • Excellent communication and influencing skills, able to engage effectively with a wide range of stakeholders. • Strong commercial skills with the ability to manage budgets, analyse data, and make commercially sound decisions. • Skilled in leading through data, insight, and reflective practice, balancing analytical and intuitive decision-making. • Exceptional ability to build, inspire, and sustain high-performing teams.	
Knowledge	• Deep understanding of adult social care policy, regulation, funding and commissioning landscape. • Strong understanding of governance, risk management, and safeguarding principles. • Competent in change management, continuous improvement, and service innovation.	

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Qualities	The Operations Director will embody Avante's SPARKLE values in all aspects of leadership and decision-making: • Supporting: Providing guidance, resources, and encouragement so teams can deliver outstanding care and grow professionally. • Person-Centred: Ensuring every decision, service improvement, and strategy keeps the needs, dignity, and preferences of people we support at the heart. • Attentive: Actively listening and responding to the needs of colleagues, people we support, and stakeholders with focus and care. • Relationship-Oriented: Building trust and strong connections internally and externally to enhance collaboration, teamwork, and positive outcomes. • Kind: Leading with empathy, compassion, and integrity in all interactions. • Listening: Encouraging openness, seeking diverse perspectives, and responding with respect and thoughtfulness. • Enabling: Empowering people at all levels to contribute, innovate, and take ownership of solutions. In addition, candidates will demonstrate: • Conscious and emotionally intelligent leadership; be self-aware, reflective, and adaptable. • The ability to inspire trust and confidence through clarity, consistency, and integrity. • Strategic vision balanced with operational discipline and attention to detail. • Courage in decision-making and resilience under pressure, navigating complexity with clarity. • A collaborative leadership style that fosters autonomy, accountability, inclusion and psychological safety. • A thought leader or advocate for best practice in social care, leadership, or conscious culture.	
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Please note: This is an essential car user position and the role is subject to an enhanced Disclosure Barring Check

Continuing Professional Development

Requirement
Participation in relevant external networks and events