



# Job Description

## Group Operations Manager

The purpose of the role.

The Group Operations Manager is accountable for the operational and business performance of all villages within their portfolio.

The role is also part of the Operations Leadership Team and contributes to the wider organisational growth through involvement in the development of new villages and business improvement activities.

*This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.*



**STRONG ENOUGH TO CARE**



**ONE TEAM**



**STRIVE TO BE THE BEST**



**BRINGING THE BEST OF LIFE**

<b>Business Unit</b>	Operations
<b>Department / Team</b>	Operations Leadership
<b>Reporting Line</b>	General Manager - Village Operations
<b>Contribution / Responsibilities</b>	<p><b>Business Performance</b> Work alongside village management teams to develop operational business plans and oversee the delivery against these plans. This includes maintaining high levels of customer satisfaction, financial performance, village standards in terms of 'look and feel', meeting staffing needs and ensuring risks are managed effectively.</p> <p><b>Business Growth</b> Work alongside other senior leaders in development, construction, and sales to establish new villages in your region, ensuring resident needs are being met through the design phases of a new build and that the sales team are well supported. This includes establishing strong stakeholder relationships in the health sector to assist with care related sales and admissions.</p> <p><b>People Leadership</b> Develop a high performing team, taking accountability for all aspects of people leadership such as recruitment, induction and orientation, performance, and remuneration reviews, setting clear direction and objectives, coaching, providing guidance and feedback, meeting motivational needs and development. Attend promptly to under performance and act as a role model to the wider business.</p> <p><b>Culture</b> Role model Summerset's values and purpose of <i>Bringing the best of Life to our Residents</i> both internally and externally. Ensure that village management teams are continuing to build the culture of their village through ongoing culture initiatives.</p> <p><b>Brand Representation</b> Act as a Brand Ambassador for Summerset within your region, managing external stakeholders in the health sector, including the DHB Portfolio Manager. Develop business relationships and actively promote the interests of the company with the statutory supervisory, suppliers, contractors, industry forums, residents, families, and neighbours. Work proactively to always foster Summerset's good reputation, maintain a strong understanding of the industry legislative frameworks to ensure that Summerset is always compliant and proactively minimise opportunities for disputes or complaints.</p> <p><b>Customers</b> Be a proactive and visible representative of Summerset management at resident events from time to time and annually at Village Annual General Meetings. Act as an escalation point for customer complaints where these are not able to be resolved at village management level. Use customer feedback to lift performance and resident satisfaction with village life.</p> <p><b>Clinical Performance</b> Collaborate with the Clinical Team to ensure that villages with care facilities meet Summerset standards and external regulatory requirements. Ensure that customers and their families are satisfied with the level of services provided.</p> <p><b>Reporting and Improvement</b> Complete cyclical reporting requirements and work collaborative with other Summerset team(s) to identify opportunities for continuous improvement and implement action plans.</p> <p><b>Projects</b> Lead or act as participant in change / improvement related projects as required including working with sales, property, clinical, marketing, development and back of house teams.</p>
<b>People Leadership</b>	Manage and develop direct reports, with full accountability for all aspects of their recruitment, coaching, performance, recognition, and remuneration review within the parameters of company delegations. Foster and develop an inclusive team culture that works effectively with other teams to support Summerset's goals.

<b>Health &amp; Safety</b>	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors, and our residents. This includes conforming to Summerset’s safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Experience as a ‘manager of managers’, with accountability for business performance</li> <li>• Demonstrates strong people leadership and coaching skills</li> <li>• Demonstrates excellent communication skills – including written reports and meeting facilitation</li> <li>• Strong interpersonal skills – can build effective working relationships with a wider range of people and connect with Summerset customers</li> <li>• Experience managing external stakeholder relationships, preferably within the health sector</li> <li>• Demonstrated ability to identify and resolve problems</li> <li>• Microsoft Office skills – proficient with Excel, PowerPoint and Word</li> <li>• Demonstrates commitment to continuous improvement</li> <li>• Financial management and operational planning skills.</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Village Management teams</li> <li>• Operations Leadership Team (Head Office)</li> <li>• Sales, Construction &amp; Development, Property, Finance, People and Culture, and other Head Office staff</li> <li>• DHBs and a range of external stakeholders</li> <li>• Residents and their families.</li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>• Regional annual budget of approximately – 60 million in revenue and a CAPEX component that varies year on year (between 500k to 700k per region)</li> <li>• Directly manages 5-10 Village Managers and oversight of 500+ indirect reports</li> </ul>

<b>Values</b>		
 <p><b>STRONG ENOUGH TO CARE</b></p> <p>We treat our residents like family. We do what’s right. We respect people as individuals.</p>	 <p><b>ONE TEAM</b></p> <p>We look out for each other. We take ownership and follow through. We share and listen to each other’s ideas.</p>	 <p><b>STRIVE TO BE THE BEST</b></p> <p>We work hard. We like to win. We’re always learning and improving.</p>