



**Autism
Together**

Operations Director Recruitment Pack

Letter from Angie Kemp

Chief Executive Officer

Dear Applicant,

Thank you for your interest in Autism Together and for considering the opportunity to join us as Director of Operations.

This is an exciting time to join Autism Together as we deliver our five-year strategic plan, develop our estate and services, and strengthen the quality, sustainability and impact of our support.

As Director of Operations, you will play a pivotal role within the Executive Team, working with the CEO, Trustees and senior leaders to provide strategic direction to ensure our residential, supported living and day services are safe, effective, person-centred and well led.

We are seeking an inspiring, values-driven operational leader with experience of complex services, quality improvement, high-performing teams and strong partnerships with commissioners, regulators, families and other stakeholders.

For almost 60 years, Autism Together has been one of the UK's leading providers of specialist autism services. Based on the Wirral, we support more than 400 autistic adults through specialist accommodation, day opportunities and community-based services, delivered by over 900 colleagues across Wirral and West Cheshire.

This is a unique opportunity to make a lasting impact, helping lead a respected and ambitious charity into its next phase while keeping autistic people at the heart of everything we do.

We look forward to hearing from you,

Yours sincerely,

**Angie Kemp,
Chief Executive Officer**

Angie



About the Role

The postholder will lead the effective delivery, performance and development of Autism Together's operational services, including residential care, supported living and day opportunities. They will ensure services are safe, high quality, person-centred and compliant with regulatory, contractual and organisational standards, achieving positive outcomes for the people we support.

As a member of the Executive Team, the postholder will contribute to organisational strategy, lead operational improvement, support governance and risk management, and develop high-performing teams. They will build and maintain strong relationships



How to Apply

For an informal discussion by phone please contact Angie Kemp, CEO, on 07717348598 or via email at angie.kemp@autismtogether.co.uk if you have any queries.

Submit your CV and a Supporting Statement to: recruitment@autismtogether.co.uk

Please ensure that your application details include:

- **Your current salary (remuneration),**
- **Notice period**
- **2 referees with contact details.**

We may wish to contact referees before interview, please indicate whether this is agreeable or not.

Closing Date for Applications

Friday 6th November 2026

Round 1 Interview

Friday 13th November 2026

Round 2 Interview

Friday 20th or Monday 23rd November

FIND OUT MORE ABOUT US

Visit our website:

www.autismtogether.co.uk

And view our social media...



Our Values & Mission

Our Values



Positive
Communication



Person-Centred



Promote
Learning



Respectful



Community
Connection

Our Background

We started life in 1968, when a group of forward-thinking parents, concerned at the complete lack of services available for their children, decided to stand up and be counted. Since then, we have grown and developed into one of the country's leading providers of services for autistic adults; offering a wide range of residential options, supported living, day services, alongside specialist training. As a highly specialist provider, we recognise that each person has a right to live their life as they determine. Being person-centred is one of our core values and we live and breathe it.

Our highly-trained staff work with each individual to create a shared understanding of their strengths and needs, and to ensure that their preferred way of communicating is respected and implemented by all staff. Not only do we care for and support autistic adults, we also engage with our community to highlight autism understanding, awareness and acceptance.

Our Ethos

Our philosophy remains firmly rooted in a belief that we begin with what people can do, not with what they can't - by listening to the individual and acknowledging that they are the expert in their autism.

Our support starts with the person and a shared understanding of what is important to them, and what their strengths and needs are.

Support approaches are individualised so that staff can meet each person's communication needs. Staff are consistent in the way they use communication strategies with each person. As the people we support learn and change, so our support approaches adapt to meet their needs - with a focus on developing lifelong learning.

Our autism strategies help people develop skills by taking into account their communication needs, thinking patterns, social understanding, and sensory differences. Each autistic person has their own unique struggles and differences, so everything we do has to be person-centred. We work with each person we support to help them overcome the impact of any difficulties they may face, so they can lead a happier, more fulfilling life.

As a specialist provider of support to autistic people, Autism Together recognises that each person has a right to live their life as they determine. In recognising this right we create a shared understanding of each person's strengths and needs, and ensure that each individual's preferred way of communicating these is respected and implemented by all our staff.

Our Mission

To help autistic people develop to their full potential, while educating and developing the community around them.

Job Description

Responsible to: CEO

Accountable to: Board of Trustees

Relationships: To establish excellent working relationships with all internal and external stakeholders. Including, but limited to Local Authority and Health representatives, CQC, staff teams, family members and people we support, Executive Team and Trustees.

Summary of the Role

The Director of Operations is a key part of the divisional senior leadership team, working closely with the CEO and the other members of the Executive Team.

As a senior leader, the Director of Operations will play a full role in setting the strategic vision for the charity, providing leadership and operational support to the Heads of Services, along with representing the charity to external stakeholders.

Working with the Executive Team and based upon the charities overall strategic vision and accountability framework, the Director of Operations will drive the strategy and oversee sound systems of governance and performance.

Key Duties and Responsibilities:

- Strategically leading the development of service.
- Assuring high quality care and compliance with associated CQC standards
- Meeting contractual performance requirements
- Managing resources efficiently and within budget
- Proactively monitoring and managing risk within an explicit framework and quality governance.
- Promoting a positive organisational culture which supports and develops staff and protects people we support
- Contributing to the longer-term strategic planning, risk management and sustainability of the charity
- Feedback to the Board of Trustees at monthly board meetings the performance of the Operations Team.
- Proactively manage the relationships with commissioners and partners including those in local authorities, health & CQC

Assume the role of designated Safeguarding Lead and Caldicott Guardian for the charity

Strategy & Leadership

In conjunction with the Executive Team, the CEO and Board of Trustees, support the development of the charity's strategy.

Work to translate the strategy into an annual operating plan which delivers high quality care and support to the individuals accessing the charity's services.

Represent the charity at functions and events as required with key stakeholders, presenting a professional image

Provide clear leadership and effective management of the Operational Services (Residential, supported living and day services).

Keep abreast of relevant legislative changes, procedural guidance and practice developments relating to key areas of responsibility, advising the CEO accordingly.

To act as the designated safeguarding lead for the charity.

To support statutory inspections and propose action plans to the CEO.

Monitor the performance of the charity against its agreed objectives using data effectively and be responsible for taking corrective action where performance is not in accordance with objectives.

To evaluate service provision against best practice and manage service improvement initiatives in line with organisational objectives.

To ensure effective systems of longer-term risk management and sustainability planning.

People We Support Focus

Promote an environment of people we support focussed service delivery and continuous improvement.

Lead innovation in co-production and ensure that we are putting the people we support at the heart of decision making and service delivery.

Quality and Governance

Lead and develop a culture where safety, quality and excellent support are consistently delivered and central to the delivery of services is continuous improvement and innovation.

Ensure the person we support voice is clearly heard, captured and responded to in all developments.

Support the Head of Intervention and Assurance to develop effective systems of governance. Including but not limited to:

- Audits and service evaluation.
- Use of feedback
- Monitoring of outcomes
- Systems for supervision and continuous learning
- Systems for supervision and appraisal
- Monitoring of risks

Workforce and Culture

Proactively encourage and role model the Values and Behaviours of the charity in which staff feel valued, empowered and supported.

Monitor workforce KPIs, triangulating information on staff absence and turnover

with people we support experience and outcome data.

To ensure arrangements are in place for the effective management of staff, including annual appraisals, supervision and development in line with policy.

Actively encourage innovation and improvement from others.

Actively promote a culture of openness, transparency and candour ensuring that any concern raised is treated seriously and dealt with promptly.

To actively involve staff in service development and ensure effective two-way communications with all employees.

Promote a positive culture across and between departments in line with the charity's values.

Proactively manage succession and talent management arrangements including the identification of contingency arrangements for unexpected absence of key posts.

Work in a way that ensures that all groups of staff are involved in the development and shaping of integrated services and mobilise the energy and commitment of all staff members.

Finance

To have clear oversight and be accountable for day-to-day budget management and business planning for all the operational service areas.

To ensure budgets reflect the requirements of the service in line with the Operational plan and are consistent with available resources.

To work closely with the Director of Finance to ensure that costing models reflect the true cost of care.

Other

To act as the Caldicott Guardian of the organisation and ensure that individuals personal data is protected in line with UK GDPR.

Key Result Areas (full set of competency KPI's will be shared)

- Achievement of overall good ratings in internal and external inspections, demonstrating compliance within care planning, health and safety, staff matters.
- Active void management within department area.
- Effective budget and finance management within the department area.
- Demonstration of effective leadership with the Operational Teams.

All staff are required to always represent Autism Together in a professional and responsible manner.

Staff are required to undertake, in exceptional circumstances, and following prior consultation, other duties which may, from time to time be specified by senior management.

As with all post in the organisation, a high degree of confidentiality is always expected. At no time will the post holder discuss the individual people we support, their families or other confidential matters connected with Autism Together and its staff, outside of the

organisation. Notwithstanding, under our confidential reporting policy you will be required to raise any concerns, particularly those concerns which may be deemed a matter of safeguarding the people we support.

This is intended as a guide to the main responsibilities of the post and is not an exhaustive list of duties. This Job Description is subject to amendment, following consultation with the post holder.

Please note that this position will be subject to an enhanced DBS check.

Data Protection Act / GDPR

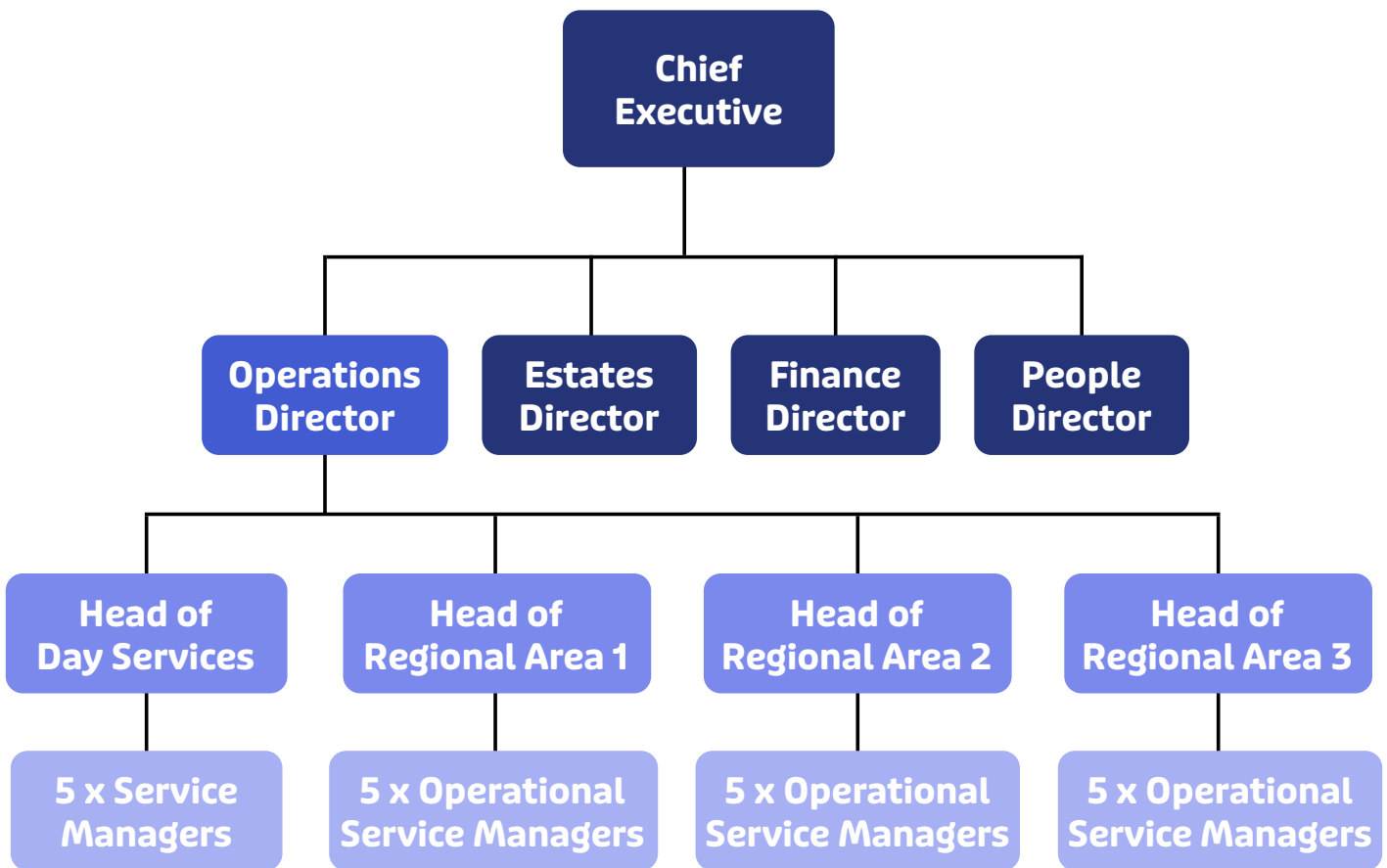
We are all expected to be aware of the Data Protection Act/GDPR and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information

Information Assets and Cybersecurity

As part of your role you will be responsible as an Information Asset Owner in supporting the organisation with cyber security and in its protection of its information assets.



Organisation Structure



Terms & Conditions of Employment

6 weeks annual leave and option to purchase a further week, Competitive Salary, Extensive Sick Pay Scheme, Pension Contribution, Death in Service.

Enquire for Details

