



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: Head of Operations

Department: RCN England, Eastern Region

Location: Bury St Edmunds

Responsible to: Regional Director

Hours: 35 hours per week

Tenure: Permanent

Grade: D

RCN Purpose:

The RCN is the largest professional association and union of nursing staff and students in the world. The RCN promotes nursing interests, represents, and campaigns on behalf of its members and the people they care for, and is a leading player in the development of nursing policy and practice, and standards of care.

JOB PURPOSE

You will promote integrated working between the professional and trade union elements of RCN work and liaising and working with other RCN staff and departments as appropriate. The Head of Operations is a member of the regional management team and key to managing the overall service delivery of the region and ensuring the effective provision of advice, support and representation to RCN members. As an inclusive leader you will role model RCN values and ensure the region works to challenge the discrimination our members experience in the workplace.

Responsible for the line management of Senior RCN Officers and overseeing the work and development for RCN reps and activists in the region. The regional management team lead on member and activist recruitment and retention.

KEY RESPONSIBILITIES

Management Responsibilities

- With the Regional Director and as part of the Regional Management Team (RMT), responsible for the management of RCN work for both staff and members, including the production of an Annual Operational Plan and management of the regional budget.
- Deputising when needed for the Regional Director and providing cover for other staff as required.
- Line managing the Senior RCN Officers, ensuring that the RCN Officers are supported and developed through regular one-to-ones and development reviews to deliver work within budget, on time and to the behavioural standard set out within the RCN's core competencies.
- Line managing other officer and lead roles as agreed with the Regional Director.
- Provide guidance, coaching and mentoring to reports and the wider officer team.
- Responsible for managing recruitment and induction to the regional officer team and other roles as required.
- Ensure reports and officer team compliance with RCN policies and GDPR requirements overseeing their implementation and monitoring their outcomes.
- Lead the Senior RCN Officers to ensure both staff and accredited representatives are aware of regional and national developments effecting their employment or professional role.
- Work with Regional Director and as part of RMT on the region's development and performance, producing reports and undertaking analysis to inform decision making.
- Undertake media interviews, keeping members and the public informed of RCN positions on health, social care and employment matters.
- Contribute to RCN England projects and Organisation-wide pieces of work as requested.

Case Management

- Responsible for having in place systems for managing and regularly supporting, reviewing, and monitoring the quality, compliance and volume of workload of Senior RCN Officers/RCN Officers, including regular audits.
- Undertake complex case management.
- As a part of RMT identify new ways of working designed to maximise efficiency and increase capacity, identify potential problems in service delivery and to lead on taking action to resolve them.
- Ensure the regional team identify and challenge discrimination in case work.

Membership

- Responsible for ensuring all regional staff implement the recruitment strategy for the region to increase RCN membership locally.
- As part of RMT work with the Regional Learning and Development Facilitator to ensure local Branches and Branch Officers are supported and developed in line with national and regional policy.
- Working with Senior RCN Officers and Regional Learning and Development, facilitators, responsible for ensuring consistent support, development and mentorship of RCN Stewards, Safety Representative and Learning Representatives
- Support local RCN activities and activists and members serving local and national RCN committees etc.
- Participate in membership and activist learning and development programmes in collaboration with other Regional and RCN Institute staff and departments.
- Work with the Learning Development Facilitator to ensure appropriate Learning and Development is requested and planned with the Activist Academy. Ensure appropriate support is given to the Learning Development Facilitator in delivery of respective modules.
- Prepare and present papers to the Regional Board
- Responsible for monitoring and investigating complaints from members within the region, ensuring swift resolution in line with the RCN Complaints Policy and translate any learning from complaints into service developments as necessary.
- Undertake complaint and other investigations relating to other regions or departments as requested.
- Contribute to regional responses to subject access requests.

Strategic

- Working with the Regional Director, RMT and the RCN Regional Board develop the annual regional operational plan.
- Responsible for ensuring RCN representation in local forums (e.g. social partnership forum) as appropriate.
- Liaise with other professional organisations and Trade Unions on areas of mutual concern or interest.
- With the Regional Director and as a part of the RMT ensure that the RCN can respond effectively to national initiatives affecting the delivery of health and social care.

Performance Responsibilities

- Work with the Regional Director to ensure that the region achieves its Key Performance Indicators
- As a part of RMT provide assistance and advice to help ensure that services to members are provided within the allocated regional budget.

Additional responsibilities

- Champion equity, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group equality, diversity and inclusion statement.
- Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- Maximise all opportunities available to:
 - encourage member recruitment and promote the benefits of joining the RCN
 - promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies
- Support member ballot and industrial action activities when required.
- Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is always protected.
- Undertake any other duties as requested in line with the job role.

Job description updated by:
Regional Director
March 2025