

TIMOTHY DUNCAN

Regional Operations Manager

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📍 London, UK

SUMMARY

Experienced regional operations manager with expertise in managing multi-site operations for children's home providers. Proven track record in achieving and exceeding targets, maintaining compliance with industry regulations and delivering high-quality services.

EXPERIENCE

Date period	• Regional Operations Manager Specialist Care Provider Managed a portfolio of children's services across Oxfordshire, Worcestershire, and Berkshire. <ul style="list-style-type: none">Oversaw a team of home managers and ensured the welfare of children in care.Managed the budget for the region, achieved targets and occupancy levels.Liaised with local authorities, education and health professionals, and managed complex reviews.Increased productivity by 25% by implementing new processes and training staff.Successfully maintained compliance with Ofsted standards resulting in a 'Good' rating for all homes.
Date period	• Operations Manager Children's Home Provider Managed multi-site operations for children's homes across the South East of England. <ul style="list-style-type: none">Oversaw a team of home managers and ensured the welfare of children in care.Managed the budget for the region, achieved targets and occupancy levels.Implemented new staff training and development programs which resulted in a 20% increase in productivity.Successfully maintained compliance with Ofsted standards resulting in a 'Good' rating for all homes.Developed and maintained excellent relationships with external stakeholders and local authorities.
Date period	• Area Manager Children's Home Provider Managed multiple children's homes in the North of England. <ul style="list-style-type: none">Managed a team of home managers and ensured the welfare of children in care.Achieved 95% occupancy across all homes and exceeded targets for revenue and productivity.Developed and implemented new policies and procedures which resulted in improved compliance with industry regulations.Implemented new staff training and development programs which resulted in a 15% increase in productivity.Maintained excellent relationships with external stakeholders and local authorities.

STRENGTHS



Strategic Planning

Developed and implemented a strategic plan that increased company revenue by 20% within the first year.



Leadership

Led a team of 20 employees to achieve a 98% customer satisfaction rate.



Financial Management

Reduced company expenses by 15% through effective budget planning and management.