

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

Oxfordshire

Regional Operations Manager

Specialist Care Provider

Managed a portfolio of children's services across Oxfordshire, Worcestershire, and Berkshire.

- 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

London

Operations Manager

Children's Home Provider

Managed multi-site operations for children's homes across the South East of England.

- 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

Manchester

Area Manager

Children's Home Provider

Managed multiple children's homes in the North of England.

- 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.