



About Clinical and Assessment Division

We are a fast-growing division sitting within the RCI Group. Our division is currently made up of two organisations.

Communicourt Ltd provides intermediary (communication specialist) services across the UK criminal and family courts. Our practitioners support some of the most vulnerable individuals within the justice system, and our services rely on high-quality operational delivery and excellent administrative support.

NRC Medical Experts is a trusted provider of medico-legal services, specialising in neurorehabilitation and catastrophic injury. We work with a national panel of consultants and clinicians to deliver expert witness reports, provide support for rehabilitation planning, and ensure joined-up care and better outcomes for patients.

As we continue to grow, including expanding across multiple businesses and future acquisitions, we are seeking an experienced and strategic **Operations Director** to lead operational excellence across the group.

Job Title	Operations Director – Fixed Term Maternity Cover (14 months)
Responsible to	Managing Director
Work Base	Unit 110, Fort Dunlop, Fort Parkway, Birmingham, B24 9FD Travel across group businesses will be required
Hours	Full time - 37.5 hours per week Core business hours 9am -5pm Flexibility may be required to attend meetings or events
Salary	Competitive (dependent on experience)

Job Purpose

The Operations Director is responsible for the strategic oversight and operational delivery of services across Communicourt Ltd and NRC, ensuring consistency, efficiency, scalability, and high-quality outcomes.

The role will lead operational performance across existing services while supporting integration, development, and scaling of future acquisitions, ensuring alignment with organisational values, contractual requirements, and growth strategy.

Main Duties and Responsibilities

Strategic Leadership

- Provide strategic oversight of operations across multiple business units, ensuring alignment with organisational goals
- Support the Managing Director and Senior Leadership Team in group-wide planning, growth, and business development
- Lead the operational integration of newly acquired businesses, ensuring smooth transition and continuity of service
- Identify opportunities to improve efficiency, scalability, and performance across the group

Operational Delivery

- Oversee the effective delivery of services across all business areas, ensuring compliance with service contracts and frameworks
- Ensure appropriate allocation of resources, workforce planning, and service coverage
- Establish and monitor performance metrics (KPIs) across all operational areas
- Respond to operational challenges, ensuring minimal disruption to service delivery

People Leadership

- Provide leadership and oversight of service delivery managers and administrative teams across multiple sites/businesses
- Ensure effective line management structures, performance management, and workforce development
- Promote a high-performance culture with a strong focus on coaching, accountability, and continuous improvement
- Support recruitment and retention strategies across operational and practitioner teams

Systems, Processes and Infrastructure

- Oversee IT systems, communications platforms, and operational infrastructure across the division
- Ensure consistency and standardisation of processes while allowing flexibility for business-specific needs
- Drive system improvements and implementation of new technologies to support growth
- Ensure robust operational reporting for senior leadership and board-level review

Quality Assurance and Compliance

- Support the implementation of group-wide quality assurance frameworks
- Monitor compliance with policies, procedures, and regulatory requirements
- Embed continuous improvement practices across all operational functions
- Ensure services meet the needs of vulnerable individuals and uphold high professional standards
- Accountable for cyber security across the division

Stakeholder Engagement and External Relations

- Build and maintain strong relationships with internal and external stakeholders
- Represent the organisation externally, including networking, presentations, and partnership development
- Support marketing and profile-raising activities across the businesses

Operational Projects and Growth

- Lead and deliver cross-business operational projects
- Support due diligence, onboarding, and integration of new acquisitions
- Contribute to innovation and service development across the group

Other Responsibilities

- Senior Information Risk Owner – Ensuring compliance with Data Regulations, managing Information Governance Leads within the businesses
- Maintain high professional standards aligned with organisational values
- Contribute to group-wide initiatives and ad hoc projects
- Undertake additional duties as required
- Data analysis to support effective decision making in the business

Who Are We Looking For?

- Significant senior operational management experience across complex or multi-site organisations
- Proven experience managing people and leading large or distributed teams
- Experience overseeing multiple services or business units
- Experience in scaling operations and/or integrating acquisitions (desirable)
- Strong track record of delivering against KPIs and driving performance improvement
- Experience working with vulnerable service users or within justice, health, or social care settings (desirable)

Key Skills and Competencies	
Strategic Thinking	Ability to balance strategic oversight with operational delivery. Skilled in planning for growth, scalability, and organisational change.
Leadership and Coaching	Strong leadership presence with the ability to inspire and develop teams. Proven ability to coach and support senior managers.
Operational Excellence	Exceptional organisational and problem-solving skills. Ability to manage competing priorities across multiple business areas.
Communication	Excellent written and verbal communication skills. Ability to present confidently to senior stakeholders and external partners.
IT and Systems	Strong understanding of operational systems and data-driven decision making.

	Experience managing or implementing business systems.
Values and Motivation	Passion for supporting vulnerable people within the justice system. Commitment to fairness, inclusion, and high-quality service delivery.

Personal Attributes	
Resilient	Able to work under pressure in complex, emotionally demanding environments with developing teams requiring guidance
Flexible	Able to adapt to changing business needs across multiple services
Solution-focused	Pragmatic and proactive in overcoming challenges
Empathetic	Understands the needs of vulnerable individuals and our workforce
Collaborative	Builds strong relationships across teams and organisations
Values-driven	Consistently demonstrates organisational values

What our division offers in return:

- IT package including laptop and work phone
- Westfield Health Cash Plan
- 2 volunteering days per year
- 30 days annual leave (including bank holidays and Christmas close down)
- Workplace pension scheme
- Access to retail discounts