

Join Our Team as Head of Operations - Lead and enhance the operational excellence at Middleton Hall Retirement Village

We are seeking a Head of Operations, this senior role ensures the village operates to a high standard while delivering an exceptional resident experience at Middleton Hall Retirement Village (MHRV). This role suits someone who thrives in a community focused environment, enjoys working closely with residents, and has a proven track record in operational leadership. A strategic and creative thinker with the ability to plan, motivate and inspire operational teams to deliver results and be fully accountable.

The Opportunity:

- Permanent contract – 37.5 hours per week
- Working predominantly Monday – Friday with the occasional evening & weekends for events
- Competitive salary, depending on experience

The Role:

- Lead key support departments in the day-to-day operations of the village, ensuring high-quality service delivery.
 - Monitor operational performance and identify areas for improved service, efficiency and resident satisfaction
 - Build strong relationships with residents and ensure outstanding customer experience
 - Lead and support the on-site team with clear priorities and expectations
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- Foster a positive, inclusive culture aligned with Middleton Hall Proud values
To view the full job description please [click here](#)

About Middleton Hall:

Middleton Hall Retirement Village is set within 45 acres of woodland and parkland. It boasts extensive facilities both indoors and outdoors for the enjoyment of all residents, their families and friends. Retirement living is all about having the time to engage with and enjoy recreational pursuits. At Middleton Hall, there are many of these right on your doorstep. Middleton Hall



aims to provide an environment where residents can live active and fulfilling lives. This covers health and fitness, recreation, spiritual, holistic and educational opportunities. Life at Middleton Hall is a wonderful opportunity to enjoy favourite and new recreational activities and events with a strong community ethos that enables and supports residents to live well.

**To apply please send us your CV (and covering letter)
or download and complete our [application form](#)
returning these to recruitment@mhrv.co.uk**

We are committed to safeguarding and promoting the welfare of our residents. We expect all Co-owners and volunteers to share this commitment, and an enhanced disclosure & barring service check (DBS) will be sought.