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| **ROLE PROFILE** |
| Role  | Service Manager (Short Breaks) |
| Grade | AS4B1 £42,715 £22.75 per hour |
| Division/service | Granville – (This service is a 24hours a day 365 days per year service) |
| Directly responsible to | Head of Service: Learning Disabilities |
| Directly responsible for | The leadership and performance of all staff within the designated area of responsibility and the development and growth of the service in line with strategic plans and priorities of Aspire. |
| Hours  | This role is a fulltime 36 hour on site position  |

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| **Main duties and responsibilities/accountabilities** |
| **People** |
| 1 | Provide strong leadership, ensuring your service is well resourced and staff are highly trained, and fully capable of delivering compliant services in line with internal and external procedural and quality standards. |
| 2 | Have excellent communication skills, ensuring the workforce is fully invested in the success of our services and are champions for our purpose, vision, and values. |
| 3 | To ensure our paid and unpaid workforce is valued and understands how to access opportunities for professional development and growth. |
| 4 | To champion diversity, to encourage and celebrate the differences in our workforce and people supported.  |
| 5 | Have a strong understanding of person-centred care and build strong relationships with all stakeholders including families, commissioner and regulating bodies. |
| **Finance & operations** |
| 1 | To ensure your area of responsibility operates in line with internal financial controls and procedures and meets agreed financial and contractual performance targets. |
| 2 | Have good IT skills and the ability to oversee and lead on the use of digital Care and reporting systems |
| 3 | To monitor the management of budgets and attend regular finance review meetings for your area. Identify efficiencies that will have a positive effect on budgets. |
| 4 | To identify and communicate to the Head of Service potential areas of risk or under performance and work collaboratively to manage and mitigate risk. |
| 5. | To ensure your service area meets its contractual obligations and be proactive in seeking opportunities for service development and growth. |
| **Performance & quality** |
| 1 | Promote a positive performance culture, achieving good or above for CQC regulated services and if applicable achieve accredited or enhanced status for Autism Accreditation. |
| 2 | To ensure you understand your individual responsibilities and the service standards requirements, in relation to any required registrations, Inspections or Accreditations. Including Safeguarding/ CQC/MCA and DOLS requirements. |
| 3 | To ensure all performance reporting requirements within your area of responsibility are fit for purpose, accurately recorded and produced to agreed timescales.  |
| 4 | Provide reports to the Head of Service on key performance indicators within your service area. Quickly identifying and putting in place agreed corrective plans to mitigate under performance.  |
| 5 | To performance manage operational teams you have responsibility for. Ensuring that they are well supported, trained, and capable of delivering on agreed plans and priorities. |
| **Planning** |
| 1 | To ensure the integration of our digital agenda is fully implemented across the services. |
| 2 | To attend and feedback information from key provider meetings/ networks and events. |
| 3 | To actively promote networking and stakeholder engagement to strengthen relationships, enhance our positive profile and support our organisation’s development. |
| 4 | With the Head of Service ensure all new developments and initiatives are well planned, risk managed, appraised, and resourced, in line with strategic plans.  |
| 5 |  To work in partnership with other service managers and wider teams to support service development, cross-department initiatives, and their implementation.  |

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| **Experience, skills, and qualities**  |
| Essential |
| 1 | You can demonstrate professionally that you align to our 4 values:Personal – We see the value in everyone and support people to reach their full potential. Progressive – We are driven by improvement and always look to find better solutions.Consistent – We are strong and dependable and can be relied upon to deliver quality services.Accountable – We all take personal responsibility and contribute towards successful outcomes. |
| 2 | Experience of leading day to day operations in a fast-paced busy environment and the ability to work weekends/evenings and cover on-call as required. |
| 3 | A minimum of 2 years' experience as a registered manager and to be designated registered manager for this service. |
| 4 | Have good written and verbal communication skills and the ability to support our digital transformation agenda. (use of digital care records) |
| 5 | Have good working knowledge and experience of meeting CQC standards and supporting inspection processes. |
| 6 | Can plan manage and coordinate operational services budgets, including resource management, ensuring staffing levels meet the needs of the service within budget constraints. |
| 8 | A minimum Level 5 qualification - leadership and Management in Social Care or equivalent and sound knowledge and experience of safeguarding adults and/or children  |
| Desirable |
| 1 | Have experience of working with people with learning disability or complex behaviours  |
| 2 | Have experience in the management of Complex Safeguarding cases, MCA and DOLs processes. |
| 3 | To be flexible in working hours to meet the needs of the service  |
| 4 | To have excellent IT skills, report writing and presentation skills  |
| 5 | To have excellent communication skills that support motivation, flexibility, and resilience  |

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| **Review arrangements:** |
| The details contained in this role profile reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, Aspire will expect to revise this role profile from time to time and will consult with the post holder at the appropriate time. |

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| Version Control | Name | Date reviewed | Signed |
| V1  | Ann-Marie Mather | 19/08/2024 | AM. Mather |
| V2 | Ann-Marie Mather | 13/05/2025 | AM. Mather |
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