

JOB DESCRIPTION

Job Title	Area Support Manager
Reports to	Head of Area Operations
Role Scope	The Area Support Manager is responsible for supporting a culture of excellence across all operational services in the area, ensuring that they are operate to a high standard, in line with regulatory expectations and that the people supported are safe and supported to fulfil their potential
Dimensions	Area size: over 13k support hours Direct reports: 0
Responsibilities	- Working with the Head of Area Operations, support and coach home managers in areas of additional focus, support or improvement. This may include but is not limited to quality (overdue actions, CQC notifications and preparation CQC or LA matters, safeguarding, whistleblowing), work force management (rostering, resourcing, agency), finance/ P&Ls, or significant incidents, occupancy, staffing or team issues). Act as a point of escalation as needed. - Ensure adequate home manager cover at all times, including the deployment of peri managers and other temporary cover. - Take the lead in the effective onboarding and induction of new or newly promoted managers. - Take the lead on new developments, acquisitions and closures for the area. - Support the Head of Area Operations on the meetings rhythm and communications cascade for the area. - Collaborate with the Community Hub for support on areas supporting effective home management including quality, finance, resourcing and learning & development. - To hold relationships with key stakeholders across the area, ensuring the people we support are at the heart of what we do.



	- To provide regular updates to the Head of Area Operations on overall area performance, targets and key risk areas including plans taken to support their resolution. - To take part in the on-call out of hours rota. Cover in the absence of the Head of Area Operations as required. - Act as the area representative on key operations or company projects as agreed with the Head of Area. - Actively contribute to, and support the wider Operations Management Team in the delivery of the operations plan, working on shared projects and other requests, as required.
Key Deliverables	Quality & Safety First Create a collaborative and ongoing learning culture to make sure all homes are meeting organisational and regulatory requirements for high-quality care and always providing a good service. Ensure that person centered processes are embedded in all services in the area with clear systems in place to monitor outcomes for the people we support. To always champion people we support voice and involvement within the area. Develop and implement quality improvement systems across the area which ensure key metrics including action closures, good environment, health and safety and overall governance are met. Work with the Quality community hub to identify support needed for homes and people we support People Be present and visible to the area to support homes and addressing concerns when they arise. Have a strong relationship with key stakeholders, including the people we support, families, commissioning authorities and regulators. Work closely with the community hub to ensure excellence is achieved for homes and key metrics are met, including ensuring homes are appropriately trained, team member vacancies are managed, and homes are staffing appropriately in line with budgeted hours. Support the resolution of concerns where appropriate, including oversight and resolving complaints, whistle blows and investigations as necessary. Revenue and commercials Gain regular feedback from people we support and stakeholders to ensure any concerns are managed appropriately and addressed in a timely manner to foster a culture of trust and confidence. To lead new developments, acquisitions and closures for the area



	Support the delivery of the budget for the area, addressing areas of improvement and working with the community hub to drive performance. Personal development and well-being To maintain and develop organisational and sector knowledge through learning and development. Leading and championing our health and wellbeing strategy, understanding and recognising the impact of promoting a safe and great place to work Adhere to the staff code of conduct and be a positive ambassador for the organisation at all times.
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PERSON SPECIFICATION

Skills Knowledge and Experience & Requirements	Extensive knowledge and experience of the sector, regulatory requirements and what good looks like. Excellent communication skills, including the ability to negotiate and manage conflict. Ability to engage and present at a senior level. Self-starter, highly organised and able to manage multiple conflicting priorities and projects effectively. Strong knowledge and understanding of financial management and how to drive performance. Ability to travel, stay away from home on occasions where required and hold a full UK driving license.
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