Area Manager
Job Description

Role Purpose

Our vision is that every child and young person in the country has a safe and happy childhood. To help us achieve this, the role will:

Provide professional leadership and expert operational management to develop a cluster of Action for Children's Residential services (and linked services) to children and young people that delivers high quality services expectations and placement/contractual requirements.

In this role, you'll be responsible and accountable for:

1. Ensuring service delivery complies with all statutory regulations and established performance levels, leading to outstanding or good rating in external inspection.

2. Acting as the Responsible Individual for a service and any other regulatory requirements as directed and to manage the Registered Managers in the clusters of residential services.

3. Promoting the highest standards of safeguarding practice, and by example to lead and manage processes and action around safeguarding, aiming to fearlessly speaking out for children, families and young people

4. Working with business development, fundraising and other colleagues, in a collaborative way to facilitate relationships with existing and potential commissioners, in so doing to establish a wealth of local intelligence to prepare and present business proposals and or contributing to tenders and grant applications that lead to sustaining or growth of the cluster

5. Providing effective leadership to implement change and transition of services within the clusters, including start up, growth, reshaping of services, and where necessary closures

6. Retaining overall responsibility for planning and deployment of resources, leading to delivery of high quality services

7. Managing, leading and motivating a team of qualified social care and support staff, to deliver services to meet and exceed regulatory and organisational requirements, including to provide line reports with regular supervision, performance reviews and to apply other HR responsibilities, ensuring that this approach is replicated through the cluster.

8. Managing and creating (where necessary) cluster budgets, to achieve the required margins through use of agreed controls and monitoring processes, tracking financial and contract performance and pursuing any action needed directly or through management or cross functional lines

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: 13/10/2023 Version: V2

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9. Developing and establishing effective working relationships with the commissioner/s and partners, stakeholders, provide advice and consultancy and where appropriate contribute or lead on media briefings, partnership boards, safeguarding bodies, other local governance arrangements and community networks

10. Delivering best practice through application and embedding of effective case management and reflective supervision across the cluster

11. Performing tasks and responsibilities to drive improvements across safeguarding, regulatory requirements, health and safety and quality standards by using performance data, evidence, and relevant outcome measures, ensuring compliance with all internal controls.

12. Preparing analytical reports sourced through internal and external information and present to internal and external audiences.

To do this, you will have:

Qualifications and training

1. A qualification relevant to the services within the remit of this post i.e. L5 Leadership Qualification or working towards
2. Evidence of ongoing management training and development
3. Relevant professional qualification

Skills, knowledge and experience

1. Developing and maintaining effective networks, relationships, partnerships and contacts to improve service and financial outcomes.
2. Successful management and delivery of placement / commissioned services
3. Significant experience of managing and developing operational services for children, young people and their families, particularly residential services.
4. Leading, motivating and managing a range of social care and support staff to deliver high quality social care / regulated services.
5. Improving service provision through the workforce, addressing challenges within the management of people and service provision (in particular improving employee performance).
6. Experience of ensuring effective safeguarding practice and process is applied and adhered to and embedded as a core aspect of the service.
7. Managing the submission of tenders and nurturing new business opportunities
8. Providing visible, enabling and supporting leadership to promote and encourage a work ethos that is consistent with organizational values and objectives.
9. Demonstrable understanding of issues affecting Placement/Commissioned social care provision, including theoretical and working knowledge of the applicable regulatory and legislative framework e.g. Children's Home Regulations and Quality Standards
10. Demonstrable financial and commercial acumen and awareness through management of budgets, costing and analytics.
11. Managing change projects that are service or practice focused.
12. Collecting, monitoring and analysing data and management information to support service improvement and development
13. Use Microsoft office packages and management information systems.
14. Negotiating and consultative skills and experience
15. Excellent written and communicative skills, also to lead, chair and contribute at meetings both internal and external to present a professional message in line with agreed objectives.

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16. Successful application of diversity initiatives through service and employment provision.

The competencies that we have detailed above form part of our management competency framework (MCF), you can see the full framework on our Careers website.

Don't meet every single requirement?
If you're excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might just be the perfect person for this role, or another role within the Action for Children family.

In this role, you will be responsible for:

Staff responsibilities
Number of direct line reports: c.7
Overall staff responsibility: c.40

Financial responsibilities
Income target: circa £5m
Expenditure: >£1m

What else?

Everyone at Action for Children must promote equality, value diversity and work inclusively to ensure everyone feels welcomed and valued.

If you're appointed, you'll need to have a disclosure check.

Current driving licence or ability to travel across the UK as and when required.

Registered by the appropriate regulatory body as a Responsible Individual for the service.

Flexible approach to working hours and to cover on call arrangements if necessary

For completion by the Reward Team:

Operational Job Title: Area Manager
Panel approval: Reward Team
Job Family: Social Care
Panel date:
Grade: 4
Payscale Ref: SC40

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