

Role Title: Deputy Service Manager

Reports to: Service Manager

Direct Reports: Team Leader/Advanced Support Worker

Job Purpose

To live by and promote the organisation's values: *With not For, Inclusive, Developing Potential, Responsive, and Making a Difference*. The Deputy Service Manager will motivate and lead their team, creating a safe, person-centred environment that fosters development and positive outcomes for both staff and the individuals supported. As a Deputy Service Manager, you are expected to embody and promote the organisation's core values, ensuring they guide decision-making and practice.

Key Responsibilities

Values & Leadership

- **Role Model Values:** Demonstrate and promote organisational values through actions and decisions.
- **Motivate & Inspire:** Lead by example, creating an inclusive and engaging environment for the team.
- **Effective Communication:** Ensure clear and consistent communication within the team and with stakeholders.
- **Deliver Organisational Plans:** Translate strategic plans into actionable goals for your team, ensuring alignment with service objectives.

People Management & Development

- Support team members in their professional development through coaching, mentoring, and succession planning.
- Create an environment conducive to continuous learning and skill development.
- Ensure compliance with people policies and procedures, fostering a culture of respect and inclusivity.
- Promote well-being and recognise talent within the team.

Governance & Compliance

- Maintain a safe and compliant environment by adhering to legal, policy, and procedural requirements.
- Foster awareness of risk management and mitigation strategies within the team.

- Build and maintain effective relationships with external partners, enhancing the organisation's reputation.

Financial & Operational Management

- Understand and contribute to achieving Key Performance Indicators (KPIs).
- Plan and implement improvements to meet service objectives, ensuring cost-effectiveness and sustainability.
- Support the Service Manager in forecasting and budgeting activities.

Person-Centred Support & Technical Expertise

- Champion person-centred approaches, ensuring the delivery of high-quality support.
- Promote teamwork and collaborative working across the service.
- Stay informed about sector developments, driving knowledge-sharing and improvement initiatives.

Person Specification Qualifications

Essential:

- Care Certificate.
- Full driving licence and access to a vehicle (for Supported Living roles).

Desirable:

- Level 3 or Level 4 Diploma in Health and Social Care or equivalent.

Experience

Essential:

- Experience leading and managing teams within a health and social care setting.
- Demonstrated ability as a responsible person, with a focus on improving outcomes for individuals and services.
- Experience working with vulnerable adults.

Desirable:

- Proven track record in driving compliance and achieving organisational goals.