

Registered Manager

Job Level	3	Kornferry Function	SC13
Directorate	UK Operations	Function/Service	Health & Care
Direct Reports	Circa 5	Indirect Reports	Circa 50

The Leadership and Management of our people is critical to us as an organisation. The responsibilities and expectations of Leaders and Managers at this level can be found in [Our Leadership Framework - RedRoom](#).

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Purpose	The Registered Manager will take the lead in the development and management of the regulated care and support services within a specified area. They will ensure the successful management of the service, inclusive of all appropriate standards, legal requirements and budgetary management are incorporated into a quality programme that meets the needs of our service users. The post holder will provide a flexible need led care package of care and support for service users, working closely with the Health Operations Manager (HOM) and Service Manager (where applicable) to maintain service contracts, ensuring the best quality service is provided in line with contractual agreements and policy.		
Budgetary responsibility/ accountability	Circa £50k	Accountability for other resources	Area consumables, equipment and resources
Key Responsibilities	Regulated Service Delivery - To lead a team of Senior Practitioners and Regulated Support Workers to ensure high quality care and support is delivered, overseeing all business activity within the area. - Lead and monitor the regulated service, responsibly for monitoring area budgets inclusive of staffing and payroll costs, supporting the Operations Manager with the complex funding, delivery and evaluation cycle. - Be responsible for the day-to-day management and monitoring of the Health projects and activity and ensure they are in line with standards, British Red Cross policies and procedures and legal requirements. - Responsible for ensuring the team meet all targets and outcomes, in line with commissioning requirements and both the area and national plans - Ensure that service meets the standards as outlined by the governing regulated body, working with the community, demonstrate the development of strategies to meet these. - Responsible for ensuring team adherence to all emergency and safeguarding procedures and put these into effect promptly, reporting as required through the appropriate channels and systems.		

Service Compliance & Performance

- Hold the registration with the applicable regulatory body and achieve all required qualifications within timeframe of registering, plus maintaining all requirements of registration.
- Responsible for ensuring all team members are correctly registered and trained in line with legal requirements, including adherence to all terms of practice and codes of conduct as outlined by registered regulatory body as required.
- To ensure that the highest standards are delivered throughout the service, which comply with requirements of the relevant regulatory body and the BRC Quality Standards framework.
- Accountable for preparing for successful inspections by ensuring that all elements of the service comply with standards of the regulatory body, successfully maintaining and improving the service gradings as required.
- Responsible for ensuring that all incidents are correctly reported in a timely manner to the regulatory body.
- To complete and maintain overarching Risk Assessments for the service and ensure they are correctly recorded on the area risk register.

Stakeholder & Contract Management

- Build and maintain good working relationships with appropriate partners and be the main liaison point with the governing regulated body / authority with regards to service needs and compliance.
- To support and enable the Operations Manager and Business Development team to monitor and evaluate new and existing contracts to ensure success and sustainability and that outcome targets agreed with commissioners are achieved.
- Assist in discussions with Commissioners with respect to the renewal of contracts and service level agreements and the development of new contracts.
- Collaborate with colleagues across the Health directorate and the wider organisation to share learning and good practice for the betterment of the organisation.
- To attend networking events with relevant voluntary and statutory agencies to maximise opportunities for service development and partnership working.

Quality & Auditing

- Oversee the accurate monitoring, evaluation and development of the services provided, ensuring team adherence to policies and procedures regarding data protection and confidentiality.
- Utilise user feedback received by the team in order to successfully implement improvements to the service in line with existing standards, frameworks and legislation.
- Responsible for monitoring and auditing all plans, reviews and assessments completed by the team, ensuring compliance to agreed standards of relevant regulated bodies and the Quality Framework.
- Support the Operations Manager to develop, monitor and control budgets to ensure compliance with financial policies and procedures, including ensuring invoices are prepared and sent in a timely manner.
- To support managers and other internal stakeholders to meet appropriate service standards, good practice, legal and other requirements are met
- Responsible for the maintenance and implementation of information, statistical records, and operational reports as required, as required by

	service commissioners, internal and external stakeholders, offering support and guidance to the team and actively identifying areas for improvement. <i>The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.</i>
Knowledge & Skills <i>*Essential</i>	- Currently hold required Regulated Service Management qualification for the region, including working knowledge of legislation and standards applied in the services* - Able to meet the requirements to be the appointed Registered Manager of a service* - MS 365 Proficient* - Ability to collate and interpret a range of management information including statistical information and user feedback* - Strong interpersonal and communication skills* - Strong organisational skills-planning, managing and monitoring own and others workload*
Experience <i>*Essential</i>	- Experience of leading and developing a multi-disciplinary team* - Experience working within the health / social care sector* - Experience successfully managing a regulated service* - Experience in reviewing and preparing data, written reports and plans* - Experience of working in partnership with external organisations and stakeholders* - Experience managing and monitoring budgets, and contribute to the development and achievement of operating/functional plans* - Experience working within the charity sector and/or a large organisation
Additional requirements	- Hold a full UK Licence and have access to a vehicle - Able to work flexibly to the needs of the service, including evening and weekends

Pre Engagement Checks	
Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/None
PVG- Scotland	Adult/ Child/ Adult & Child/ None
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/None
Driver Check	Yes/No
International Roles Only	
International Police Check	Yes/No
International Driving Licence for manual cars	Yes/No

Role Reference		Review Date	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.

