

## JOB DESCRIPTION SENIOR MANAGER

**Hours:** 37 per week  
**Salary:** £34,714  
**Responsible to:** Pathway Co-ordinator

### PURPOSE OF THE POST

The senior manager will have the overall responsibility to ensure the effective management of services within TLA. This includes supporting services to meet their operational goals and performance targets. They will also have several additional operational and strategic responsibilities which cover the breadth of the organisation. This includes duties common to all senior managers, including contributing to the ongoing development and quality assurance of services.

The post holder will be required to work across nominated TLA Services.

### Essential Experience and Specialist Knowledge

- Working with individuals who face multiple disadvantage
- Managing a team of support staff
- Managing a service budget
- Good knowledge of safeguarding

### MAIN DUTIES AND RESPONSIBILITIES

#### Valuing and Caring for Staff

- To line manage the Scheme Managers and be accountable for their professional and team practice.
- To provide regular and planned supervision for Scheme Managers (Direct Reports)
- To be responsible for the monitoring of Scheme Manager records, with specific regard to holidays, sickness, training and unauthorised absence.
- To attend regular supervision meetings with a Service Coordinator
- To promote, develop and ensure ongoing compliance of TLA's policies and procedures relating to Health and Safety.
- To oversee other TLA services
- To manage services, where necessary, in the absence of scheme managers
- proactive management of staff wellbeing, following a trauma informed approach to colleague apart

#### Professionalism, leadership and learning

- Work within and champion the principles of trauma informed and trauma responsive to further embed this approach across TLA
- Contribute to the creation of a learning culture across the organisation
- To oversee and assist in the recruitment of staff
- To carry out annual colleague appraisals for Scheme Managers (Direct Reports)
- To monitor individual performance against agreed targets
- To assess and meet the training needs of staff including the development of organisational learning and development schedules
- To plan and evaluate annual staff training strategies to ensure the professional and personal development of colleagues
- To promote, develop and ensure ongoing evaluation and compliance with TLA's policies and

- procedures relating to client consultation and participation.
- To deputise for and represent the Service Coordinators at internal and external meetings as requested.
  - Represent the organisation in a positive and professional manner, in line with the values of TLA
  - Act as the designated lead safeguarding officer for adults or young persons across TLA. Ensure safeguarding awareness is integrated into practice and monitor live safeguarding concerns, and high-risk cases across TLA services
  - Act as the backup lead for nominated services e.g., children and young person's safeguarding, and domestic violence
  - Contribute to and deliver training across TLA, including safeguarding training for front line staff

### **Coproduction**

- take a lead role representing the organisation on various strategic boards and groups
- build and develop relationships with key partners and agencies
- to demonstrate a commitment to coproduction and contribute to the development of practice and procedures designed to increase the scope and effectiveness of coproduction across TLA
- to work with clients and other stakeholders to lead on and contribute to the development of a range of organisational and service level policies

### **Innovation**

- to develop and/or implement new services
- undertake a lead role in specialised service developments
- to contribute to the development of existing and new services in preparation for and response to governmental and legislative policy changes

### **Quality and continuous improvement**

- To ensure that communication mechanisms in the organisation work effectively in consultation with colleagues, convening regular team, organisational and strategic meetings.
- To ensure occupancy is maintained to a maximum and that arrears are dealt with quickly and effectively in line with TLA policy.
- To oversee, monitor and instigate any necessary remedial action regarding rent arrears, service charge arrears and voids.
- to ensure that TLA deliver services that work within and contribute to the development of the Quality Assurance Frameworks (including QMF and QIF).
- to provide both written and verbal reports to the Chief Executive Officer and TLA Service Coordinators as required, including six monthly service and organisational level safeguarding reviews
- To assist in the preparation of organisational budgets in conjunction with the Finance Director and to ensure that all expenditure is in line with agreed budgets.
- participate in the on-call support rota as required
- to ensure the organisations complaints policy is effectively implemented within all TLA services and to take a lead on appeals

### **Inclusion and diversity**

- To promote, develop and ensure ongoing compliance and evaluation with TLA's policies and procedures relating to equal opportunities and diversity.
- to demonstrate a commitment to the equal opportunities and diversity policy and practice

The post holder will be expected to undertake any other duties commensurate with the role as determined by the Service Coordinators or Chief Executive Officer.

**RELATIONSHIPS**

The post holder will be expected to work as part of a team maintaining a close working relationship with other colleagues in TLA and partner agencies, as well as external agencies.

**SOCIAL CONDITIONS**

The organisation reserves the right to move staff to other sectors of the organisation as and when required to meet organisational requirements the job description is issued as a guide to the main duties and responsibilities of the post; it is not intended to be definitive.

**SPECIAL REQUIREMENTS**

TLA requires applicants to disclose all criminal convictions and cautions; no matter how long ago they occurred and regardless of whether the offences were committed as a juvenile or adult. The organisation undertakes an enhanced Disclosure and Barring Service (DBS) check for all successful candidates and a confirmed offer of employment is dependent upon a satisfactory response from the DBS.

## Senior Manager Personal specification

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Monitoring and analysing performance to achieve excellence in service delivery.</li> <li>• Successful record of staff management, support and team development.</li> <li>• Experience of working in a multi-agency context and of building inter-agency working relationships.</li> <li>• Writing and presenting reports</li> <li>• Leading on policy review.</li> <li>• Multi skilled with a track record of achieving objectives and meeting targets.</li> <li>• Proven ability and understanding of building positive relationships with diverse stakeholders.</li> <li>• Experience of financial budget management.</li> </ul>	<ul style="list-style-type: none"> <li>• 5 years' experience of working effectively with homelessness.</li> <li>• Experience of working with and an understanding of multiple disadvantages, including substance misuse, mental health and offending issues.</li> <li>• Leading the development of organisational and cultural change to achieve business goals.</li> <li>• Experience of supporting families and the Family First approach.</li> <li>• Experience of working in a trauma informed service and implementing reflective practice.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good understanding of homelessness, principles and practice around homeless prevention and working with at risk adults with complex needs.</li> <li>• Ability to understand and improve business systems and support processes.</li> <li>• Sound knowledge of safeguarding legislation, regulation, policies and procedures.</li> <li>• An understanding of the need for confidentiality and data protection when dealing with confidential information.</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the localities in which services are provided, to ensure the service and service users can integrate effectively within the community.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills and strong negotiation skills.</li> <li>• Excellent IT skills.</li> <li>• Ability to monitor and assess risk and need appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>• Valid Driving Licence – use of car.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to adhere to and work within organisational policies and procedures.</li> <li>• Able to demonstrate sound judgment and decision-making skills.</li> <li>• Skilled in organising and prioritising work to deliver against deadlines, often under pressure.</li> <li>• Performance management skills – setting, monitoring and reviewing goals and objectives.</li> </ul>	
<b>Qualities</b>	<ul style="list-style-type: none"> <li>• Demonstrate a commitment to the organisation's values and aims.</li> <li>• Adhering to the organisation's professional code of conduct with working with service users and other external agencies and stakeholders.</li> <li>• Understand the diverse needs of individuals and be able to treat everyone fairly and equally.</li> <li>• Being enthusiastic, motivated, reliable and resilient.</li> <li>• Ability to work well under pressure, coping with difficult situations and handling them effectively.</li> <li>• Able to work flexibly to meet the needs of the service.</li> <li>• Committed to own learning and development and new ways of working.</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Demonstration of a good standard of education using literacy, numeracy and analytical skills at a senior level.</li> <li>• Satisfactory DBS.</li> </ul>	<ul style="list-style-type: none"> <li>• Degree and/or relevant professional management and or housing qualification.</li> </ul>

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