



JOB DESCRIPTION SENIOR MANAGER

Hours:	37 per week
Salary:	£39,276.64
Annual Leave:	25 days rising to 30 days after 2 yrs Plus Bank holidays
Contract Terms:	Permanent
Responsible to:	Services Director
Responsible for	Scheme Managers, Senior Workers
Location:	Leeds and Wakefield
	Hybrid working and flexible working arrangements are available

PURPOSE OF THE POST

- 1) Having operational and strategic responsibilities, the Senior Manager will have the overall responsibility to ensure the effective management of services within TLA. which currently include
OWL (Accommodation and support service for young people -Ofsted Registered 24hrs)
Carr Beck (Women who continue to drink, 24 hrs)
Sustain (Housing related floating support)
Woodside (mental health accommodation support service, 24 hrs)
- 2) Supporting services to meet their operational goals and performance targets.
- 3) Contributing to the ongoing development
- 4) Quality assurance of services including complaints management & appeals.

Main Duties and Responsibilities

- Ensure services deliver value for money and operate within budget and contract requirements.
- To line manage and support direct reports and be accountable for their professional development and team practice.
- Embed trauma informed approaches actively contribute to safe working environments.
- To promote, develop and ensure ongoing compliance of all TLA's policies and procedures particularly Safeguarding and Health and Safety.
- To act as Registered Service Manager or Nominated Individual if required (additional support resources will be given)
- Act as GDPR specialist (additional training will be given if necessary)
- Participate in Senior Manager on call rota.

Professionalism, leadership and learning

- Contribute to the creation of a learning culture, across the organisation and deliver training across TLA as appropriate.
- To monitor individual and service performance against agreed targets
- To assess and meet the training needs of staff including the development of organisational learning and development schedules.
- To lead in a positive and professional manner, in line with the values of TLA

Coproduction

- build and develop relationships with partners, commissioners, and other key stakeholders.
- work with clients / service users and colleagues to develop initiatives to improve service delivery.

Safeguarding

- Act as the designated lead safeguarding officer for adults or young persons across TLA.
- Ensure safeguarding good practice and monitor safeguarding concerns and responses.

Innovation

- to develop and/or implement new services, redesign restructure existing services.
- to contribute to the development of new ideas and new ways of working to bring about increased performance or service improvements.

Quality and continuous improvement

- Ensure that TLA deliver services that work within agreed Quality Assurance/ Improvement Frameworks and quality standards.
- Ensure TLA services are delivering value for money.
- Ensure services operate within legislative frameworks – eg Ofsted, Registered Social Landlord
- 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.
- Ensure the organisations complaints policy is effectively implemented within all TLA services and to take a lead on appeals.

Inclusion and diversity

- Promote and represent a culture that delivers equity, equality, diversity, and inclusion in line with the core values of the organisation.

Other Duties

- To deputise for or represent the Service Directors at meetings as requested.
- To provide reports to the Chief Executive Officer and TLA Service Director, Senior Leadership Team as requested.
- The post holder will be expected to undertake any other duties commensurate with the role as determined by the Services Director 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 job description is issued as a guide to the main duties and responsibilities of the post; it is not intended to be definitive.
- The organisation reserves the right to move staff to other sectors of organisation as and when required so as to meet organisational requirements.

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.

Person Specification

Key

App – Application Form

SP – Selection Process – This could include a range of exercises including an interview

Person Specification : Senior Manager	Desirable/ Essential	How Assessed
Experience		
Experience of managing at Senior level	Essential	App/ SP
Experience of managing Safeguarding concerns	Essential	App//SP
Experience of meeting targets and outputs measures relating to multiple contracts and monitoring progress	Essential	App/SP
Previous experience of managing finance	Essential	App/SP
Experience of addressing GDPR breaches	Desirable	App/SP
Managing Ofsted registered provision	Desirable	App/SP
Skill		
Strong written and verbal communication skills	Essential	App/ SP
Ability to deal with changing and competing daily demands	Essential	App/ SP
Ability to work on own initiative	Essential	App/SP
Ability to work to plans and performance targets	Essential	App/SP
Negotiation skills	Essential	App/ SP
Staff supervision and support	Essential	App/SP
Ability to work with people at all levels	Essential	App/ SP
Excellent problem solving/ analytical skills	Essential	App/SP
Proficient in the use of information technology , administrative software and collaboration tools	Essential	APP/SP
Financial management skills	Desirable	App/ SP
Knowledge		
Of protecting people from abuse and management responsibilities	Essential	App/SP
GDPR principles & Regulations	Essential	App/SP
Trauma informed approaches	Desirable	App/SP
Knowledge and understanding of the homelessness sector	Desirable	App/SP
Personal Qualities and Attributes		
Positive attitude towards own personal and professional development and those of others	Essential	App/SP
Contribute to a safe working environment and work culture that delivers equality, diversity and inclusion	Essential	App/SP
Commitment to the values of TLA	Essential	App/SP
A friendly approachable manner	Essential	SP