

Area Manager	
Department: Care and support	Reports to: Head of service
Why	<p>Main Purpose of the Job: The Area Manager plays a pivotal role in leading and developing high-quality, person-centred care and support services. As a key member of the Senior Care and Support Management Team, the postholder is responsible for ensuring operational excellence, regulatory compliance, and financial performance across a portfolio of services.</p> <p>This includes working closely with Service Managers to drive continuous improvement, supporting service innovation, managing stakeholder relationships, and contributing to the strategic development of the Care and Support directorate.</p>

What	<p>Key Accountabilities</p> <p>1. Leadership and Operational Management</p> <ul style="list-style-type: none"> • Provide effective leadership to a group of Service Managers, ensuring high standards of service delivery and professional practice. • Lead, coach, and support Service Managers to embed person-centred, values-led approaches in all aspects of service delivery. • Monitor and manage the performance of services to meet and exceed agreed quality, operational, and financial targets. • Ensure compliance with Outward’s policies, procedures, and regulatory frameworks, including CQC standards. • Support the Director and Head of Service in delivering organisational priorities and contributing to strategic planning. • Partake in operational meetings to review performance and risks as and when required. <p>2. Service Quality, Compliance and Continuous Improvement</p> <ul style="list-style-type: none"> • Monitor and improve the quality and safety of services through regular audits, service reviews, and action planning. • Ensure services operate in line with best practice, legislative requirements, and internal quality frameworks. • Work collaboratively with the Quality Team to address concerns, implement service improvements, and ensure readiness for inspections. • Champion a culture of continuous improvement and innovation within the teams. <p>3. Staff Management and Workforce Development</p> <ul style="list-style-type: none"> • Lead recruitment, supervision, and performance management processes for direct reports. • Support workforce planning and succession strategies to ensure resilient and skilled teams. • Identify training needs and development opportunities to build capacity and staff confidence. • Promote and support a positive, inclusive, and high-performing team culture. <p>4. Customer Experience and Safeguarding</p> <ul style="list-style-type: none"> • Ensure that the voices of people we support are at the centre of service planning, delivery, and review. • Uphold safeguarding responsibilities, embedding a proactive and preventative approach to risk. • Respond effectively to complaints, safeguarding alerts, and incidents, ensuring thorough investigations and learning outcomes. • Involve multi-disciplinary partnership working for safeguarding and incidents; with view of implementing action plan to mitigate risk. <p>5. Partnerships and Stakeholder Engagement</p> <ul style="list-style-type: none"> • Develop and maintain strong relationships with commissioners, local authorities, health professionals, and other partners. • Represent Outward at external meetings, inspections, and partnership forums. • Contribute to tendering and service development processes in collaboration with the Business Development Team.
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What	<p>6. Financial and Resource Management</p> <ul style="list-style-type: none"> • Complete budget workbooks, take accountable oversight of budgets for all services within your area, advising and supporting managers with good financial management of these. • Monitor budgets, authorise expenditure within delegated limits, and support income recovery and contract compliance. <p>Identify and address areas of financial risk or underperformance, working with relevant teams to implement corrective actions.</p> <p>This job description does not reflect an exhaustive list of the requirements of the post. You are expected to undertake any other reasonable duties as decided by your line manager.</p>
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Person Specification (E- Essential, D – Desirable)	<p>Requirements:</p> <p>Essential:</p> <p>Qualifications and Experience</p> <ul style="list-style-type: none"> • Substantial experience in managing care and support services for people with learning disabilities, autism, mental health needs, or other complex support needs. • Experience of managing and supervising a diverse team, including staff development, performance management, and service improvement. • Proven track record of delivering services that meet regulatory requirements (e.g. CQC) and contractual obligations. • Experience of managing budgets and ensuring financial accountability. • Experience of driving quality assurance and continuous improvement processes. • Experience of working collaboratively with external stakeholders, such as commissioners and partner agencies. <p>Skills and Knowledge</p> <ul style="list-style-type: none"> • Excellent understanding of person-centred support and outcomes-focused practice. • Strong working knowledge of the legal and regulatory frameworks relevant to care and support, including safeguarding. • Ability to lead and manage change effectively in a complex service environment. • Excellent planning, organisational, and time management skills. • Strong problem-solving and decision-making abilities. • High level of IT literacy, including the use of care systems, reporting tools, and Microsoft Office applications. • Ability to interpret data and use insight to drive performance and service development. • Ability to demonstrate change through audits; action plans and implementation from feedback <p>Personal Attributes</p> <ul style="list-style-type: none"> • Strong leadership presence with a collaborative and empowering management style. • Commitment to Outward’s values of engaging, enabling, and empowering people. • Resilient and adaptable, with a proactive and solution-focused mindset. • Excellent communication and interpersonal skills, with the ability to influence, negotiate and build trusted relationships. <p>Other Requirements</p> <ul style="list-style-type: none"> • Ability and willingness to travel across services in North and East London. • Ability to participate in the on-call rota as required. • Right to work in the UK. • Commitment to safeguarding and promoting the welfare of vulnerable people.
	<p>Desirable:</p> <ul style="list-style-type: none"> • Relevant management qualification (e.g. Level 5 Diploma in Leadership for Health and Social Care). • Experience in developing or tendering for new services. • Knowledge of Positive Behaviour Support (PBS) principles and practices. • Experience of using digital care planning systems and/or time and attendance systems. • Understanding of co-production and service user involvement strategies. • Experience of working in a culturally diverse community or organisation.

Context	Environment: <ul style="list-style-type: none"> • Working out of hours on call • Working weekends and evenings where necessary • Working across a number of services and a broad geographical area
	Scope: <ul style="list-style-type: none"> • Working in collaboration with external professionals • Communicating with a range of commissioners, service users, employees, parents, carers and other stakeholders.

	Salary: £48700 per annum Date JD reviewed: May 2025
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Our values	
Engaging <i>We listen to what people say, we involve people, we are honest and open</i>	We act responsibly We appreciate and respect individuals We are welcoming and inclusive
Enabling <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support people to make informed choices We build upon excellence
Empowering <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect
Safeguarding statement	
Outward is committed to safeguarding and promoting the welfare of adults with a learning disability and other people we support who may be deemed vulnerable. Outward expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates.	
Disability Confident	
As an employer, who aspire to become Disability Confident Committed, we aim to ensure that a fair and proportionate number of disabled applicants that meet the minimum criteria for this position will be offered an interview. Please indicate clearly at the beginning of your supporting statement if you have a disability (as defined by the Equality Act 2010), and you wish to be considered for an Offer Of an Interview (OOI). Please note that the OOI is available to disabled candidates only. Regrettably, any false declaration of disability in order to secure an interview will impact on your overall application.	