

OUR PROMISE

"We believe in all of our people, we are committed to each other in creating opportunities, fulfilling our purpose, feeling loved and having a sense of belonging."

Job Description and Person Specification - Assistant Manager

Role	Assistant Manager
Salary	£39,200
Hours of Work	40 hours per week
Reports to	Residential Manager

Job description:

Your Role:

As an Assistant Manager, you will support the Registered Manager in creating and maintaining a nurturing, therapeutic home where children and young people feel safe, valued, loved, and supported to achieve their full potential. You will play a key role in ensuring high standards of care are delivered consistently, supporting the day-to-day operation of the home and providing leadership to the staff team.

Working closely with the Registered Manager (Peripatetic), you will help develop and nurture a team of compassionate and skilled therapeutic practitioners who are fully invested in the lives of the children they support. You will contribute to creating a positive, reflective, and learning-focused culture where staff feel supported, challenged, and empowered to provide exceptional care.

You will lead by example, modelling therapeutic, trauma-informed, and relationship-based practice while supporting staff to build trusting relationships with young people. You will contribute to service

development, quality improvement initiatives, and the implementation of best practice across the home.

You will support the Registered Manager in ensuring the home's Statement of Purpose is implemented effectively and that practice remains compliant with organisational policies and procedures, National Care Standards, SSSC Codes of Practice, and Care Inspectorate requirements.

You will actively contribute to creating a warm, homely, and therapeutic environment where children and young people can develop confidence, resilience, social skills, independence, and positive self-esteem.

You will support the embedding of quality assurance systems and processes within the home to ensure regulatory requirements are met and standards of care continue to improve.

About You:

You are a resilient and motivated practitioner with a positive attitude, a willingness to lead by example, and a passion for supporting children, young people, and colleagues to achieve their potential.

You are an effective leader who can motivate, coach, and support staff to deliver consistently high-quality, relationship-based care. You have experience of working within residential childcare and can confidently support the management of a home, including supervising staff, maintaining standards, and promoting positive outcomes for young people.

You understand the importance of creating a positive team culture and can support staff through reflective practice, supervision, and professional development. You are confident in managing challenging situations, assessing risk, and making sound decisions within the scope of your role.

You have experience of working with children and young people with social, emotional, and behavioural needs and understand the importance of trauma-informed and therapeutic approaches to care. You are adaptable, reflective, and committed to continuous improvement.

You will actively promote the vision, values, and ethos of Our Promise in your daily practice and interactions with colleagues, young people, families, and partner agencies.

Roles and Responsibilities:

Managing the Home:

- Support the Registered Manager in the effective day-to-day leadership, management, and operation of the home.
- Provide guidance, coaching, supervision, and support to the staff team, promoting a positive, reflective, and learning-focused culture.
- Deputise for the Registered Manager as required, ensuring continuity of leadership and safe operation of the home.
- Support therapeutic practitioners to deliver high-quality care and delegate tasks appropriately within the team.
- Identify resource, staffing, and operational needs and escalate these to the Registered Manager where appropriate.
- Lead shifts, team meetings, reflective practice sessions, and debriefs as delegated.
- Support preparation for inspections, audits, and regulatory visits, ensuring required actions are completed.
- Monitor the quality and accuracy of records to ensure they are trauma-informed, objective, strengths-based, and compliant with regulatory requirements.
- Assist with the completion, review, and implementation of operational documents, action plans, and quality improvement initiatives.
- Support the maintenance of the building, grounds, equipment, and resources to ensure a safe, healthy, and nurturing environment.
- Coordinate visits to the home in a manner that minimises disruption to young people and maintains the family atmosphere of the home.

Working with Young People:

- Build and maintain positive, trusting, and empowering relationships with young people and support staff to do the same.
- Promote and support safeguarding practice, ensuring concerns are identified, reported, and managed in line with policy and procedure.
- Ensure children's rights, participation, and views are central to care planning and daily practice.

- Support the referral, admission, transition, and discharge processes for young people.
- Monitor the implementation of care plans, risk assessments, and placement plans, ensuring individual needs are understood and met.
- Ensure young people's cultural, religious, identity, dietary, and personal preferences are respected and promoted.
- Support staff and partner agencies to help young people achieve positive educational, emotional, social, and health outcomes.
- Develop positive working relationships with families, social workers, education providers, health professionals, and other agencies.
- Promote effective multi-agency working and advocate on behalf of young people when required.
- Support young people to participate fully in their local communities and develop positive social networks.
- Ensure information is recorded, stored, and shared securely in line with GDPR, confidentiality requirements, and organisational policies.
- Support the management and oversight of risk assessments and safeguarding plans, escalating concerns to the Registered Manager where appropriate.
- Monitor young people's physical health and wellbeing, ensuring access to appropriate healthcare services and support.
- Promote awareness of whistleblowing, complaints, safeguarding, and professional accountability procedures.

Recruitment and Professional Development:

- Support the Registered Manager with recruitment activities, staff induction, and onboarding processes.
- Conduct supervision sessions and provide coaching and support to staff as delegated.
- Support the development and implementation of training and development plans for the team.
- Monitor completion of mandatory training and qualifications, ensuring compliance with regulatory requirements.
- Assist in managing staff performance through supervision, reflective practice, recognition of achievement, and support plans where required.
- Promote staff wellbeing and contribute to a positive and supportive working environment.

- Participate in supervision, appraisal, and continuous professional development activities to maintain and enhance your own knowledge and skills.
- Support quality assurance processes relating to recruitment, induction, supervision, and workforce development.
- Promote a culture of continuous improvement, learning, accountability, and professional excellence.
- Financial and Operational Risk Management
- Support the Registered Manager in identifying, assessing, and managing operational risks within the home.
- Ensure health and safety, safeguarding, and risk management procedures are implemented consistently.
- Monitor operational performance and contribute to reporting requirements as requested.
- Support compliance with organisational policies, procedures, and regulatory requirements.
- Assist in the effective use of resources and contribute to maintaining expenditure within agreed budgets.
- Support the Registered Manager in maintaining positive relationships with commissioners, social work teams, and partner agencies.
- Promote the vision, values, and ethos of Our Promise with staff, young people, families, and stakeholders.
- Contribute to service improvement initiatives and quality assurance activities that enhance outcomes for young people.

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Assistant Managers Person Specification:

Category	Essential	Desirable	Method of assessment
Education Qualifications and SSSC requirements	SVQ4/SCQF Level 9 Children and young People and HNC/Academic equivalent to meet SSSC requirements for management position	SVQ4/SQF Level 10 Leadership and management or equivalent Management Qualification Professional Care Qualification (BA Hons Social Care, CMS, CQSE, PDA) Appropriate registration with SSSC or other relevant regulatory body Supervision Qualification	Application Form Certificates Registration Document Interview
Knowledge/ Experience	Experience in a management role, preferably in a children's home of at least 1 year or 2 years experience in a supervisory role with related experience Experience of working with young people with developmental trauma.	Experience of innovation as part of your work A knowledge and understanding of Local Authority contracts and funding mechanisms Experience of	Application Form Interview

Category	Essential	Desirable	Method of assessment
	Trauma responsive practice. Good understanding of child development and developmental needs. Experience of achieving positive improvements and growth in service delivery and performance Experience of managing and participating in Care Inspectorate inspections and internal/ external audits and achieving successful outcomes Experience of referral review and matching and placement procedures Experience of developing and using relevant management information/quality systems to ensure high levels of operational performance Experience of leading, engaging and motivating staff in a challenging organisational environment In-depth knowledge of legislations and procedures relevant to children's residential homes and best practice	working in partnership with commissioner to deliver high quality services Knowledge of relationship based models of care such as social pedagogy, PACE or Trauma Informed Care Experience of managing budgets and conducting financial planning	

Category	Essential	Desirable	Method of assessment
	relating to looked after children. Knowledge of the regulatory and inspection frameworks and quality standards for residential childcare Understanding of the range of organisations working with young people and families, their roles and responsibilities and how to work with them effectively Knowledge of child development and need with consideration for the risks and issues facing young people in care and their families Commitment to equality of opportunity in all aspects of working with young people, their families, staff and external professionals Breadth of knowledge of working with Trauma and Attachment and being trauma responsive Breadth of knowledge supporting young people and staff when young		

Category	Essential	Desirable	Method of assessment
	people have strong emotions and lead by understanding and share a variety of strategies to support staff and young people Understanding the principles of child protection and promoting of safeguarding		
Skills and Abilities	Establish strong, trusting, effective relationships with young people and staff and role model relational practice Commitment to keeping the interests, rights and needs of children central to Our Promise thinking whilst balancing these with business and organisational imperatives and realities Able to negotiate and influence current and potential commissioners and build positive relationships with them Represent Our Promise to external agencies and the local community Able to create an exciting vision for staff and successfully manage and communicate change Able to lead the staff	Experience, skills or interests in creative and practical activities such as cooking, sports, music, gardening, arts Knowledge of working with IT systems CALM Trainer Health Qualification Create an exciting vision for staff and successfully manage and communicate change	Interview

Category	Essential	Desirable	Method of assessment
	team to ensure they deliver a consistently high quality of care Able to confidently and assertively address challenging issues where necessary – diagnosing problems and achieving satisfactory resolutions Able to monitor and effect improvements in staff performance and manage underperformance Learn and develop systems, processes and workflows to support effective, high performance service delivery. Able to time manage effectively, work on own initiative and know what to prioritise and when to delegate tasks Able to communicate clearly, logically and effectively both verbally and in writing Ability to evaluate information and problem solve through sound decision making To care for your team, through coaching, mentoring Promote the health and wellbeing of our young		

Category	Essential	Desirable	Method of assessment
	people		
Other requirement	A high degree of determination, resilience and emotional intelligence A personal commitment to professional development Able to work shifts including evenings, sleep-ins, bank holidays and weekends where necessary Able to take part in the on-call management system providing out of office hours support to the home Full driving licence and have a willingness to have driving licence checks undertaken Complete and Enhanced Disclosure Form The assistant manager may reasonably be expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time.	An interest in innovative approaches to children's residential care Experience of integrating diversity and cultural issues into planning, design and service delivery.	Interview Driving licence check

Category	Essential	Desirable	Method of assessment
	Comply with health and safety and Equal opps at all times		