

Job Description & Person Specification

Position: Registered Manager

Reports To: Operations Manager

Levelling Framework: 4A

Contract: Permanent

Hours Per week: 37.5

Responsible for: Deputy Manager, Team Leader and Support Workers

DBS Level: Enhance (with adult check)

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.



In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

Role Summary

To lead the day-to-day operation of a residential care home for adults with learning disabilities and complex needs, ensuring high-quality, person-centred support that aligns with Norwood’s values and complies with the Health and Social Care Act (2008), including fulfilling the responsibilities of a Registered Manager.

Key Accountabilities

- Oversee all activities within the home to ensure quality of service and compliance with Essential Standards for Quality and Safety.

- Ensure support provision meets needs and promotes rights and responsibilities.
- Provide information and advice to individuals, families and supporters.
- Ensure person-centred support using Active Support principles.
- Develop support plans promoting quality of life and active citizenship.
- Monitor business performance and manage budgets effectively.
- Maintain a safe, comfortable and homely environment.
- Lead recruitment, supervision, training and appraisal of staff.
- Maintain accurate records and reporting in line with legislation and policy.

Person Specification

	Essential	Desirable	Evidence
Qualification(s)	NVQ Level 5, Health and Social Care - Working towards or willing to undertake.	-	Cover Letter / CV / Onboarding
Experience	<ul style="list-style-type: none"> • Experience within residential care settings, including supervisory responsibility • Experience supporting adults with learning disabilities 	-	CV / Interview / Onboarding
Knowledge & Training	<ul style="list-style-type: none"> • Knowledge of Health and Social Care legislation and safeguarding • Budget management and 	-	Cover Letter / CV / Interview

	service monitoring experience		
Personal Qualities & Attributes	<ul style="list-style-type: none"> • Strong leadership skills • Strong communication skills • Effective people management skills 	-	Cover Letter / CV / Interview

All roles require a DBS check and satisfactory clearance under Norwood’s safer recruitment policies. We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.