

Service Manager (Ofsted Registered)



Lead and inspire a team to deliver a safe, high-quality, person-centred supported accommodation service for young people aged 16+ who are care leavers or at risk of becoming homeless. As the Ofsted Registered Manager, you are legally accountable for ensuring the service operates in full compliance with the Supported Accommodation Regulations and Quality Standards, maintains strong safeguarding practice, and delivers positive, sustainable outcomes. Ensuring the young people are supported to develop their independence, life skills and resilience to prepare them for independent living, while maintaining appropriate safeguarding within a semi-independent living environment.

What I am Accountable for Delivering as a Leader

People

- Build an inclusive culture where colleagues feel valued, supported, and accountable.
- Lead, coach, and develop teams to deliver consistently high-quality support.
- Plan workforce and succession needs, ensuring effective and safer recruitment, compliant induction, and rotas aligned to assessed needs
- Ensure staff understand the supported accommodation model (support, not care) and maintain clear professional boundaries.
- Build team capability in trauma-informed, developmentally appropriate practice for young people 16+.
- Provide regular supervision focused on wellbeing, safeguarding, performance, and reflection.
- Ensure compliance with organisational policy, legislation, Ofsted standards, and workforce suitability.
- Model strong, values-led leadership and professional curiosity.
- Support staff to confidently manage risk in lower-supervision environments.
- Work closely with Personal Advisors and other agencies to ensure care leavers have strong and agile advice and guidance to build their independence.

Quality, Governance & Risk

- Maintain safe, high-quality supported accommodation that meets Supported Accommodation (England) Regulations and Ofsted Quality Standards
- Act as the Registered Manager with Ofsted, holding full accountability for compliance with all registration requirements and conditions
- Ensure the service is always inspection-ready, leading all aspects of inspection activity including preparation, engagement, and delivery of improvement actions.
- Ensure all statutory notifications are submitted accurately and within required timescales, including safeguarding concerns, serious incidents, and significant events.
- Ensure strong engagement with young people so that tailored, independence-building support is provided in line with their needs and wishes.
- To ensure efficient process are in place to raise property related concerns and issues to the relevant landlord

Quality, Governance & Risk cont.

- Lead safeguarding practice across the service, ensuring all concerns are identified, reported, recorded, and escalated appropriately
- Ensure the service maintains a clear distinction between support and regulated care, avoiding practice that would require children's home registration.
- Lead local quality assurance processes, including audits, observations, and file reviews to ensure all records required by Ofsted are accurate, up to date, and securely maintained with clear audit trails.
- Ensure a rights-based approach to young people's safety, security, and independence is maintained 24/7

Finance and Accountability

- Hold accountability for the budget and ensure each service operates within financial and operational parameters.
- Review forecasts, spend, and agency usage, ensuring early action to mitigate variances.
- Balance financial sustainability with quality outcomes, identifying opportunities for efficiency and reinvestment.
- Be accountable for ensuring young people's licences, rents, utilities, service charges, and any related payments are managed lawfully, transparently, and appropriately
- Be accountable for screening referrals to ensure young people are suitably independent and able to succeed in supported living and that the relevant funding is in place for their support and housing needs.

Growth

- Build strong relationships with commissioners, local authorities, and partner agencies.
- Ensure effective referrals, assessments and placement matching
- Support smooth transitions into and out of the service, including move-on planning.
- Promote the organisation's reputation and contribute to local growth opportunities.
- Participate in provider forums and multi-agency networks, including safeguarding and exploitation panels.

Service Manager (Ofsted Registered)



Lead and inspire a team to deliver a safe, high-quality, person-centred supported accommodation service for individuals with mental health needs. As the Ofsted Registered Manager, you are legally accountable for ensuring the service operates in full compliance with the Supported Accommodation Regulations and Quality Standards, maintains strong safeguarding practice, and delivers positive, sustainable outcomes for the people we support.

How I Operate as a Leader

We believe that everyone has the potential to grow, learn and make choices

- I know and understand the capacity and capability of my team
- I plan effectively for future people requirements to ensure success
- I identify the need for growth in my colleagues and create opportunities for development
- I champion development, talent and career management for all colleagues
- I devote dedicated time to supporting and empowering through coaching to develop my team

We all communicate in an authentic and confident way that blends support and challenge

- I allow people to feel comfortable when challenging decisions, plans and ideas
- I create an inclusive environment allowing people to input into discussions and share their views and beliefs openly
- I provide constructive and balanced feedback to people I work with
- I make and support decisions and confidently communicate this to my teams
- I vary my approach to support and challenge where appropriate
- I confidently and appropriately challenge my colleagues, peers and team when necessary

We are here to embrace change even when it is complex and uncomfortable

- I am an advocate for change and respond to internal / external environments accordingly
- I help to create a greater understanding and awareness of the change process with my colleagues and team
- I remain engaged with change even when it is uncomfortable
- I create effective; person centred plans to manage change
- I recognise when my team may feel uncomfortable with change and provide support when it is needed

We treat each other and those we support as individuals however difficult and challenging

- I take the time to ask people how they are, listen and offer support or direct them to support when needed
- I understand and respect what is important to the people I work with
- I am person centred in my approach with colleagues and clients
- I support fair treatment and opportunities for all and respect others knowledge and/or experience

We deliver better outcomes by encouraging ideas and new thinking

- I take personal responsibility for speaking up and helping to shape the organisation on what and how we deliver in order to succeed
- I proactively share and encourage ideas through regular input and discussion with my team, peers and manager
- I listen to our colleagues and clients to deliver better outcome
- I create the space for people to be able to share ideas and new thinking, making sure I feedback

We commit to building a strong and financially viable Turning Point together

- I work with my peers to empower my team to take responsibility to manage their resources
- I confidently talk about business decisions and engage others in the
- I focus on maintaining financial viability and balancing this with individuals outcomes
- I know and understand the commercial, financial and other business drivers of our organisation

WHAT I NEED:

Skills \ Knowledge

Essential Criteria

- Experience as an Ofsted Registered Manager
- Experience managing a regulated service (supported accommodation, residential, or similar)
- Experience working with young people aged 16–24
- Strong knowledge of Ofsted regulations, safeguarding, and statutory requirements
- Experience leading safeguarding and multi-agency working
- Proven ability to manage quality, compliance, and inspections
- Strong leadership and people management capability

Desirable Criteria

- Level 5 Diploma in Leadership and Management (or working towards)
- Experience in service mobilisation, growth, or transformation
- Experience of working in an environment as the agent of a landlord as well as the support provider