

Area Manager



Provide strategic leadership and assurance across a defined area, leading Service Managers to deliver safe, high-quality, and person-centred support across multiple homes. Where needed, hold Registered Manager status with the Care Quality Commission (CQC), ensuring full compliance with regulatory and internal governance standards. Hold overall accountability for performance, quality, governance, and financial delivery, ensuring consistency and compliance across all localities. Work collaboratively with regional and national colleagues, commissioners, and system partners to strengthen service quality, workforce sustainability, and growth opportunities.

What I am Accountable for Delivering As A Leader

People

- Provide visible and values-led leadership to Service Managers, ensuring they are equipped, supported, and accountable for delivery across the homes they are accountable for.
- Create a culture of inclusion, high performance, and professional development through regular coaching, feedback, and structured supervision.
- Lead workforce planning across their area of responsibility, ensuring effective recruitment, deployment, and succession pipelines to meet current and future needs.
- Champion leadership development across your teams, building confident and resilient managers who deliver through others.
- Promote wellbeing, recognition, and engagement to strengthen retention and team culture.

Quality, governance and risk

- Hold overall accountability for governance and compliance across all homes within your area.
- Lead area-level quality and performance reviews, ensuring consistent standards and learning from audits, incidents, and complaints.
- Provide assurance that each home is inspection-ready and that all Registered Managers have effective local quality plans.
- Oversee safeguarding, whistleblowing, and serious incident management, ensuring timely investigation, escalation, and learning dissemination.
- Work collaboratively with Quality and Health & Safety leads to monitor risk themes, strengthen governance systems, and embed continuous improvement.
- Ensure business continuity and emergency planning are current, tested, and embedded across all locations.
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Finance and Accountability

- Hold overall accountability for financial performance across the area.
- Lead the setting and monitoring of budgets, ensuring robust forecasting, cost control, and delivery against financial targets.
- Review performance and spend with Service Managers regularly, ensuring sustainability and compliance with procurement and financial policy.
- Analyse financial trends and workforce data to inform decisions, highlight risks, and identify efficiency or reinvestment opportunities.
- Balance financial discipline with quality outcomes and long-term viability.

Growth & Contract Management

- Represent Turning Point across local authority and partnerships, maintaining strong, trusted relationships with commissioners, regulators, and key stakeholders.
- Contribute to the identification and mobilisation of new business opportunities, service redesign, and contract expansion.
- Provide assurance and leadership through change by ensuring transitions, mobilisations, and decommissions are well-managed and safe.
- Promote Turning Point's reputation for excellence and innovation through active participation in local and regional forums.
- Champion involvement and co-production approaches that ensure people we support remain at the heart of decision making.

Data, Digital & Tech

- Use data and performance insight to assure quality, risk, and operational delivery across the area.
- Lead performance reviews with Service Managers, driving accountability through data-informed action plans.
- Promote the effective use of digital tools, assistive technologies, and analytics to support decision-making and independence for those we support.
- Ensure high standards of data accuracy, integrity, and compliance with GDPR and information governance frameworks.
- Build digital confidence and insight capability across management teams.

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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:

Essential:

- Proven multi-site leadership experience in a regulated care or similar environment
- Strong governance and quality assurance capability, including safeguarding and regulatory compliance (CQC or equivalent)
- Financial management experience, including budgets, forecasting, and using data to drive performance
- Ability to lead Service Managers, build capability, and create a high-performance, values-led culture
- Excellent stakeholder skills, able to work confidently with commissioners, regulators, and partners
- Data-driven decision maker with good digital confidence and understanding of GDPR

Desirable:

- Experience managing or supporting CQC-regulated services and/or having previously held Registered Manager status
- Experience leading service redesign, mobilisation, or contract growth
- Formal training in leadership, quality improvement, or project/change management
- Background in learning disability, mental health, or supported living

Skills \ Knowledge