

Registered Service Manager

Service	Reporting to	Location	Grade
Adult Social Care, Provider Services	Head of Service	Provider Services location in Salford	4B

About the role

The Registered Service Manager is a senior role with operational accountability for the safe, effective and financially sustainable delivery of CQC regulated services within Adult Social Care.

You will undertake the role of Registered Manager as approved by the Care Quality Commission (CQC), fulfilling all duties and responsibilities required under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The Registered Manager is legally accountable for ensuring compliance with all applicable legislation, regulations, and CQC fundamental standards, and for providing effective leadership, governance, and oversight to ensure the delivery of safe, effective, caring, responsive, and well-led services.

The postholder is accountable for service performance, quality, and workforce leadership, ensuring services meet contractual commitments and organisational standards, while delivering person-centred outcomes for people supported and their families.

You will provide visible, inclusive and values-led leadership to a diverse paid and unpaid workforce, creating a culture of accountability, continuous improvement and professional development. You will ensure staff are appropriately skilled, supported and empowered to deliver high-quality care in line with our purpose, vision and values.

Working in collaboration with commissioners, families, regulators and wider stakeholders, you will lead service planning, risk management and development activities. You will proactively identify opportunities to improve quality, efficiency and impact, while managing risk and safeguarding the reputation and integrity of the service.

The role requires strong professional judgement, the ability to operate at pace in a complex regulatory environment, and a commitment to inclusive, person-centred and trauma-informed practice.

Key outcomes

- **Finance & operational governance**
 - Deliver services within agreed budgets, ensuring compliance with internal financial controls, contractual requirements and value-for-money expectations.
 - Manage budgets for the service area, identifying risks, pressures and efficiencies, and implementing agreed mitigation plans.
 - Ensure effective implementation and use of digital care and reporting systems to support safe practice, accurate recording and performance monitoring.
 - Proactively identify and escalate risks or under-performance to the Head of Service, contributing to timely and effective corrective action.
 - Ensure services meet regulatory or contractual obligations and contribute to service sustainability and planned development.
- **Quality, performance & compliance**
 - Deliver consistently safe, high-quality services that achieve and maintain positive regulatory outcomes, in line with the Quality Assurance Framework (QAF) and including CQC ratings of Good or above.
 - Ensure full compliance with statutory and regulatory requirements, including safeguarding, CQC, MCA and DOLS, and maintain required registrations and accreditations.
 - Lead a performance culture that uses data, insight and feedback to drive continuous improvement and learning.
 - Ensure performance information is accurate, timely and meaningful, and provide clear reports on key performance indicators.
 - Lead an operational team ensuring staff are fully supported for example through their learning, development and supervision.
- **Planning, partnerships & service development**
 - Lead the implementation of operational plans within the service area, ensuring activity is risk-assessed, resourced and aligned to wider organisational priorities.
 - Actively contribute to cross-service and cross-departmental initiatives, working collaboratively with peers to support integrated service delivery.
 - Build and maintain effective relationships with commissioners, partners, families and external networks to support service quality, reputation and development.
 - Represent the service at relevant forums and networks, ensuring learning and intelligence informs local practice and planning.

What we need from you

- To model and demonstrate our values and behaviours.
- Demonstrable experience as a registered manager and to be designated registered manager for this service.
- Experience of leading day to day operations in a fast-paced busy environment and the ability to work weekends/evenings and cover on-call as required.
- Have good written and verbal communication skills and the ability to support our digital transformation agenda. (use of digital care records)
- Have good working knowledge and experience of meeting CQC standards and supporting inspection processes.
- Can plan manage and coordinate operational services budgets, including resource management, ensuring staffing levels meet the needs of the service within budget constraints.
- A minimum Level 5 qualification - Leadership and Management in Social Care or equivalent and sound knowledge and experience of safeguarding adults and/or children
- Have experience of working with people with learning disability or complex behaviours or people with mental health conditions and associated recovery pathways.
- Have experience in the management of Complex Safeguarding cases, MCA and DOLs processes.
- To be flexible in working hours to meet the needs of the service
- To have excellent IT skills, report writing and presentation skills
- To have excellent communication skills that support motivation, flexibility, and resilience

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Developing your leadership skills

We want to equip our leaders with the knowledge, skills and behaviours outlined in our #LeadingSalford programme. Our aim is to support you to lead highly engaged, motivated teams in today's rapidly changing environment. This will be achieved through a range of bite-size Master Classes designed to help you meet the expectations that we have of our Salford leaders. In addition to the core Master Classes, we also provide accredited leadership programmes which let you build on your experience, learn about emerging approaches, and further develop your leadership practice.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteofapprenticeships.com/) website.

Tailored Development

Leadership depth (coaching, culture, influence)

Financial and strategic confidence

Regulatory excellence

Complex decision-making

Data-driven performance

Internal/External stakeholder impact

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A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our leadership behaviour framework

Leadership is action, not a position. It's not just what we do but how we do it.

Whatever your role at Salford, we all strive to achieve our vision and the best outcomes for the residents and communities of Salford.

As leaders, we all have an important part to play in achieving our organisational and service priorities. These priorities give us direction and a shared purpose in our roles and should be the focus when making decisions.

We can help make these priorities a reality by living and breathing our Salford values and leadership behaviours.

This framework is broken down into three main areas:



Leading Self - making sure we are role modelling the values and invested in our own development, demonstrating integrity and authenticity.

Leading People - where we create high performing teams, and a culture that is inclusive, open and where everyone has a voice.

Leading Salford - setting the vision and purpose, and connection to the city, empowering others around you to ensure residents are at the heart of what we do.

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Salford City Council

This behaviour framework will support us all to reflect and hold ourselves, and each other to account, as we strive for continuous improvement.

Full details of how this framework shapes our Leaders and is delivered in the workplace can be found on the [Salford Leadership](#) pages of our [greater.jobs](#) website.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.