

Job Profile and Working for Stockport



Stockport

to keep the people of Stockport at the heart of what we do.

Team

to succeed as a team, collaborating with colleagues and partners.

Ambition

to drive things forward with ambition, creativity and confidence.

Respect

to value and respect our colleagues, partners and customers.

Our Council

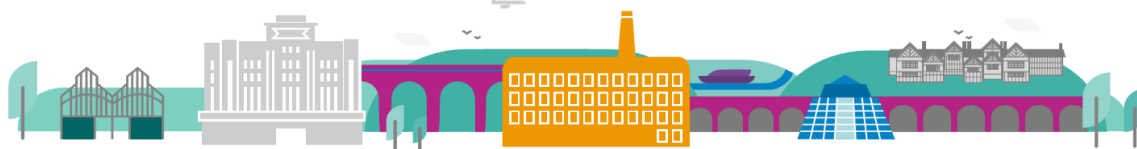
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>



About the Job

Role:	Team Manager and Registered Manager
Service Area:	Adult Social Care
Directorate:	Services to People - Adults
Salary Grade:	MB4

Main Purpose of the Job

To provide operational leadership for REACH, Reablement and Intermediate Care Services, ensuring the delivery of safe, effective, person-centred services that maximise independence, recovery and wellbeing.

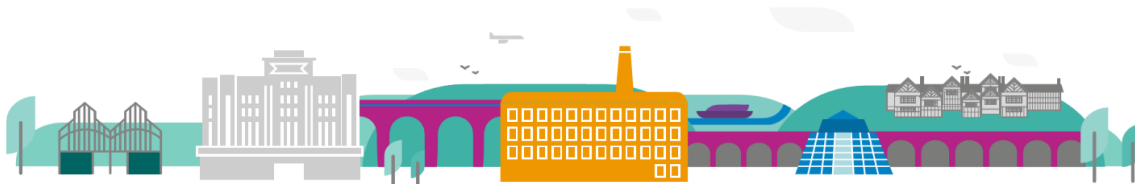
To act as the CQC Registered Manager for regulated services within the portfolio, maintaining compliance with all relevant legislation, regulations and professional standards.

To ensure Adult Social Care provision supports people to remain independent for as long as possible through strengths-based practice, rehabilitation, reablement and technology-enabled approaches.

To lead and develop high-performing operational teams that deliver outstanding outcomes for residents whilst promoting a culture of continuous improvement, learning and accountability.

To ensure services meet statutory requirements under the Care Act 2014, Mental Capacity Act 2005, safeguarding legislation, Health and Social Care Act 2008 and all associated regulatory requirements.

To manage resources effectively, ensuring services deliver value for money whilst maintaining quality, safety and positive outcomes for residents



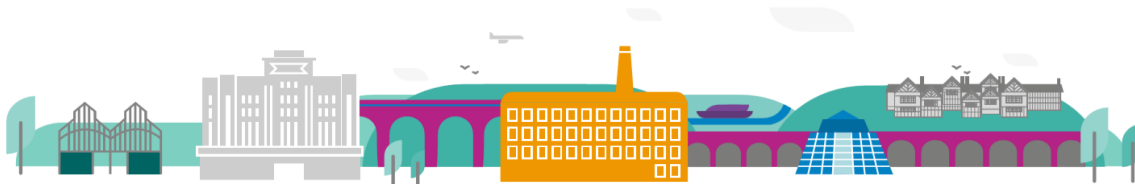
Key Responsibilities

Service Delivery and Operational Leadership

- Provide visible leadership across REACH, Reablement and Immediate Care Services, ensuring delivery of high-quality, outcome-focused and person-centred support.
- Lead services which promote recovery, independence and resilience, reducing reliance on long-term care and support wherever appropriate.
- Ensure service delivery reflects strengths-based practice and the Council's commitment to prevention and early intervention.
- Develop and maintain effective partnerships with health colleagues, social work teams, families, voluntary sector organisations and commissioned providers.
- Lead service improvement initiatives to enhance performance, quality and customer experience.
- Ensure effective management of service performance through the monitoring of key performance indicators, operational metrics and customer outcomes.
- Champion innovation and continuous improvement, identifying opportunities to redesign services and improve efficiency.
- Promote the use of Technology Enabled Care (TEC), assistive technology and digital solutions to maximise independence, support safer service delivery and reduce reliance on traditional care models.

Registered Manager Responsibilities

- Act as the Registered Manager for REACH, Reablement and intermediate Care Services and fulfil all responsibilities associated with CQC registration.
- Maintain compliance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and all associated guidance and standards.
- Provide assurance that services consistently meet the CQC Key Questions of Safe, Effective, Caring, Responsive and Well-Led.
- Ensure robust systems are in place to manage quality, safety, risk, complaints, incidents, safeguarding concerns and continuous improvement activity.
- Lead preparation for CQC inspections and assurance activity, ensuring staff are inspection-ready and able to evidence good practice.
- Ensure statutory notifications are submitted within required timescales, and all regulatory requirements are met.
- Maintain oversight of governance frameworks, service audits and quality assurance arrangements.
- Lead and respond to action plans arising from inspections, audits, safeguarding reviews or service reviews.
- Promote a positive culture of openness, transparency, accountability and learning across all regulated services.



People Leadership

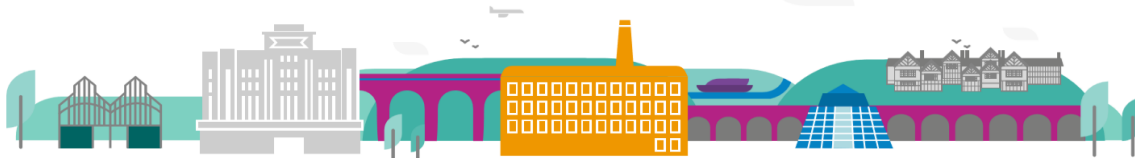
- Lead, motivate and develop multidisciplinary teams to deliver outstanding services and achieve positive outcomes for residents.
- Ensure effective recruitment, retention, workforce development and succession planning across service areas.
- Promote a culture of wellbeing, inclusion and continuous learning.
- Ensure staff receive regular supervision, appraisal and development opportunities.
- Take responsibility for performance management, attendance management and employee relations matters in accordance with Council policies.
- Ensure workforce competency frameworks, induction arrangements and training programmes meet regulatory requirements.
- Deputise for the Senior Service Manager when required.

Quality and Governance

- Develop and maintain robust quality assurance frameworks.
- Use data, audit findings, customer feedback and service intelligence to drive continuous improvement.
- Monitor performance against service objectives and regulatory requirements.
- Ensure lessons learned from incidents, complaints, safeguarding enquiries and audits are embedded into practice.
- Produce reports and assurance information for senior leaders, governance groups and regulatory bodies.

Financial and Resource Management

- Manage delegated budgets and resources effectively.
- Ensure value for money is achieved in all aspects of service delivery.
- Identify opportunities to improve efficiency whilst maintaining quality and service outcomes.
- Contribute to business planning, transformation programmes and service redesign initiatives.



Additional Information

To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the grounds of their age, sexuality, religion or beliefs, race, gender or disabilities. To fulfil personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the council priorities. To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.

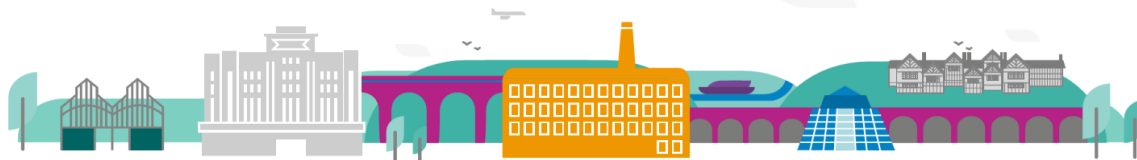
About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.

Essential

- Significant management experience within Adult Social Care, Health or CQC-regulated services.
- Experience of leading frontline operational services delivering care, support, reablement, rehabilitation or recovery-focused interventions.
- Experience of managing and developing large teams.
- Strong understanding of CQC regulatory requirements, quality assurance and governance arrangements.
- Experience of leading service improvement and change programmes.
- Experience of budget management and financial accountability.
- Knowledge of Care Act responsibilities, safeguarding, Mental Capacity Act and associated legislation.
- Ability to analyse performance information and use evidence to drive improvement.
- Strong partnership working skills.
- Commitment to strengths-based and person-centred practice.
- Ability to meet the requirements of a CQC Registered Manager role.
- Have a driving license and a car available to use at work (adjustments to the role may be possible if you are unable to drive due to a disability).



Desirable

- Previous experience as a CQC Registered Manager or Deputy Registered Manager.
- Professional qualification in Health, Social Care, Occupational Therapy, Nursing, Leadership or a related discipline.
- Leadership or Management qualification.
- Experience of Technology Enabled Care or digital transformation within Adult Social Care.
- Experience of service transformation and commissioning environments.