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Registered Service Manager

Reference: 93313

Oxford and Reading Learning Disability, Mental Health and Complex Needs Services

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation, however we cannot accept a CV as a completed application.

Closing Date: 1st August 2026

Once you have submitted your application form, please allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS**.**

We are very much looking forward to receiving a completed application from you.

Yours Faithfully,

Recruitment Department

JOB DESCRIPTION – REGISTERED SERVICE MANAGER

Oxford and Reading Learning Disability, Mental Health and Complex Needs Services

Hours: Full time (37.5 hours per week), to be worked flexibly to include evenings and weekends, according to the needs of the service. Taking part in an On-call rota will be required (local and national).

Responsible to: Senior Operations Manager and Service Director

Overview of the Role: Service Manager – Supported Living (Oxford & Reading)

We are seeking an experienced and motivated Service Manager to oversee a portfolio of supported living services across Oxford and Reading.

You will have operational responsibility for:

- One supported living service in Oxford, supporting a diverse group of clients. Two individuals within this service are currently regulated.
- Four small supported living services in Reading, none of which are currently regulated.

In addition, an exciting new service in Reading is currently being built and is due to be commissioned in June/July 2026. This presents a fantastic opportunity to lead the mobilisation process, shape the service from the ground up, and oversee its successful launch and ongoing operation.

About the Services

- All five services in Reading are located in close proximity, with three situated next door to one another.
- The portfolio currently delivers approximately 800 commissioned hours per week.
- Your time will be shared across both locations, with an expected presence in Oxford three days per week, and oversight across Reading services alongside this.

Expectations of the Role:

i) To be responsible for the operational management and oversight of a network of high-quality services for individuals with a learning disability, mental health needs and complex needs in Reading and Oxford. To ensure that the services are responsive to the needs and preferences of service users and their families. To ensure that all contract requirements and stakeholder expectations are fully met.

ii) To ensure that service users receive individualised person-centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities and to become as independent as fully as possible.

iii) To carry out the role of Registered Service Manager for one or more of these services and to ensure that all essential standards of quality and safety are met. To undertake quality assurance and compliance audits across all services.

iv) To lead, co-ordinate and supervise a team of senior staff/managers to achieve the highest level of service delivery, customer care and positive outcomes.

v) To contribute to the wider development of the services - taking part in partnership events and local initiatives to promote service user wellbeing and community links and to ensure positive joint working with all local agencies and stakeholders.

Service Management and Administration:

1.1 To be accountable for the overall quality of your services, ensuring they meet the CQC and Creative Support quality standards. You will be required to be the registered Manager of those services that provide regulated activity in your area.

1.2 To facilitate the involvement of service users, carers and representatives in the development and management of services. To promote Creative Support, its services and activities to service users, carers, other agencies and the general public.

1.3 To establish and maintain good working relationships with all professionals and services in the area. To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter agency forums.

1.4 To have lead responsibility for all service initiatives at agency level; this may include corporate functions for the area as well as direct service management.

1.5 To promote effective joint working with partner agencies and ensure the achievement of agreed service objectives. To ensure that excellent communications are maintained.

1.6 To encourage customer feedback and suggestions from service users, carers and stakeholders for improving services. To promote a positive attitude to complaints. To ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is carried out.

1.7 To ensure that services and local projects have Business Plans within the framework of values and objectives set out by the Corporate Business Plan.

1.8 To write and prepare and assist with strategic documents including tenders, reports and policies to a high standard within specified timescales.

1.9 To ensure that the properties managed by Creative Support are maintained to a high standard. To ensure that necessary repairs are carried out promptly and that all housing services are efficiently and effectively carried out.

1.10 To re-enforce the terms and conditions of the tenancy agreement, taking into consideration the tenant's needs and working within a multi-disciplinary framework.

1.11 To notify local agencies of any voids within the project, and to seek appropriate referrals so as to make the best use of the service. To carry out full assessments of clients referred and if required, convene the Allocations Panel to discuss the referrals.

1.12 To assist the Area Manager/Service Director in the management of the service budgets and to liaise with Creative Support's Finance Department, where necessary. To ensure that voids in supported housing are kept to the lowest possible level and that income generation is maximised. To ensure that rent accounting, petty cash and basic book-keeping procedures are maintained to the required standards.

1.13 To ensure robust monitoring and evaluation procedures. To collect and collate relevant statistical information including client contact hours. To develop and participate in the evaluation of outcomes for clients. To ensure that any quality assurance measures are implemented.

1.14 To ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by all staff, tenants and visitors. To promote a high standard of health and safety awareness. To assist in recording and investigating accidents and incidents within the entire service and to take appropriate follow-up action.

1.15 To maintain effective administrative procedures and financial control systems in liaison with Service Director and the Finance Department. To ensure that all matters pertaining to client finances are strictly managed within the parameters of Creative Support's Policy '*Client Financial Procedures'* and to monitor carefully all financial arrangements and transactions.

Support of Service Users:

2.1 To ensure that staff develop and sustain warm and trusting relationships with service users and that staff promote their self esteem, happiness and emotional health.

2.2 To work collaboratively with service users to develop recovery focused support goals which promote hope and aspiration.

2.3 To carry out holistic assessments and devise appropriate recovery focused support plans & comprehensive risk assessments in full consultation with service users & other agencies. To ensure recovery focused support plans are reviewed and amended in accordance with changing needs, risks & preferences

2.4 To ensure all Individual Support Plans are outcome focussed and tailored to recognise the impacts of their learning disability and/or mental health. Ensure Support Plans are regularly reviewed to monitor the content, implementation and effectiveness of plans.

2.5 To ensure that all service users have a key worker and co-worker.

2.6 To ensure that staff encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions and to participate as fully as possible in planning and decision-making processes.

2.7 To ensure that staff respect and promote the rights and entitlements of service users, and to enable them to participate as fully as possible in their communities. To ensure that service users are offered access to sources of independent advocacy and advice.

2.8 To ensure service users are supported in developing socially valued lifestyles which includes a varied range of culturally and age-appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.

2.9 To promote a warm and positive approach to the friends and families of service users. To involve families and significant others in the planning of individual support, where this is in accordance with service user preferences.

2.10 To ensure that service users are enabled to become as independent as possible and to grow in confidence, competence and personal effectiveness. To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

2.11 To ensure staff work work within agreed management protocols and guidelines for individuals with learning disabilities, mental health needs and complex needs

2.12 To ensure that service users receive all necessary advice, care and regular health checks to maintain their physical and emotional well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.

2.13 To ensure that medication is administered and recorded as prescribed. To organise safe procedures for the collection, storage and administration of medication within agency guidelines. To report any side effects or failure to take medication to the prescribing doctor and the local authority.

2.14 To monitor service users' mental health and general well-being and to inform the CPN/Care Manager and relevant agencies of any concerns or significant changes in their needs and circumstances

2.15 To support service users who are subject to CTO's, Sections of the Mental Health Act/Home Office Restrictions and Guardianship Orders to comply with all requirements. To liaise closely with the Care Coordinator, RMO or Social Supervisor to ensure effective joint working to manage risk/compliance.

2.16 To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Local Authority safeguarding policies and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Manager and the Duty/On Call Manager.

2.17 To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.

2.18 To ensure that staff carry out and record all financial transactions involving service users within agency guidelines. To ensure that service users are enabled to be as independent as possible in the management of their personal finances. To ensure that they obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt.

2.19 To promote anti discriminatory practice and to ensure that the services are responsive to the specific needs of female service users and clients from ethnic minorities.

2.20 To ensure that the specific needs of service users, who have additional problems, including physical health needs and disabilities and communication needs are fully identified, assessed and fully responded to as appropriate.

2.21 To ensure that service users receive appropriate and adequate care and support to meet their individual needs, drawn from the full range of external services available, as well as from resources available within the project. To ensure that all service users are effectively linked into Care Management mechanisms and have identified statutory Social Workers where possible.

2.22 To provide short term operational management input as required to new or existing services including doing shift work and/or sleep-ins.

Staff Management:

3.1 To lead and manage managers and staff teams so as to ensure that the highest levels of performance and standards of work are achieved.

3.2 To plan ahead to meet the needs of service users as identified by their individual Person-Centred Plan by:

- Co-ordinating and deploying staff time in such a way as to ensure maximum efficiency and effectiveness in the use of staffing resources
- Delegating tasks and responsibilities as appropriate
- Ensuring that all duties are carried out as prescribed and that quality standards are met at all times
- Ensuring that all planned service user activities take place and that all individual programmes are followed.

3.3 To have a clear vision for the provision of personalised supported living and floating support service consistent with the philosophy of the agency. To articulate and reinforce this vision, ensuring that it is embedded in actual practice. To ensure that staff understand and are committed to the values and expected outcomes of supported living.

3.4 To co-ordinate and deploy senior staff & staff resources efficiently in relation to the needs of service users and the requirements of the service.

3.5 To generate and maintain a customer focused ethos at all times and that all staff maintain excellent working relationships with other professionals.

3.6 To ensure that all staff practice in a safe, competent and person-centred manner and follow all guidelines for the provision of personal support, management of medication and health conditions, support with mobility, everyday household tasks, personal finances, community activities and the provision of transport

3.7 To develop and manage the performance of all staff for whom the post holder is responsible by providing supervision, coaching, direct observation of practice and periodic appraisals within the Competency Framework. To ensure that staff training needs are identified and met and all training undertaken is recorded within supervision files and the training matrix.

3.8 To contribute to the recruitment and selection of staff according to the identified needs and preferences of service users.

3.9 To ensure that staff training and development needs are identified and met. To participate in the planning and delivery of staff training and development activities. To act as Diploma assessor for staff undertaking Diploma programmes. To coach, train and supervise nursing,

social work and other students on placements and to contribute to agency training initiatives.

3.10 To organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.

3.11 To promote and nurture good practice and to brief staff regarding wider policy and practice issues.

Other Duties:

4.1 To notify your line manager of planned whereabouts and to submit accurate timesheets weekly.

4.2 To accept support, supervision and guidance from senior colleagues.

4.3 To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

4.4 To comply with and to implement the Equal Opportunities Policy.

4.5 To maintain confidentiality and data protection at all times, in accordance with the agreed policy.

4.6 To identify training needs in discussion with Line Manager and to attend training events and courses as required.

4.7 To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.

4.8 All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.

4.9 To follow all health and all safety requirements and to actively participate in the prevention and control of infection.

4.10 Any other duties as required.

PERSON SPECIFICATION – REGISTERED SERVICE MANAGER

Oxford and Reading Learning Disability, Mental Health and Complex Needs Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	A minimum of two years' experience working with individuals with a learning disability or mental health support needs	Application & Interview	Essential
2	Experience of managing or supervising a staff team	Application & Interview	Essential
3	Experience of managing contracts	Application & Interview	Essential
4	A relevant professional qualification (e.g., RNLD, RMN, CQSW, Dipsw, NVQ4)	Application & Interview	Essential
5	Health & Social Care Diploma Level 5 (or willingness to work towards this)	Application & Interview	Desirable
6	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
7	Significant understanding of effective approaches, interventions and best practice when working with individuals with a learning disability, behaviours which challenge services & mental health support needs	Application & Interview	Essential
8	A non-judgmental, accepting approach to working with people who may be challenging or complex and the ability to cope in a mature way with conflict or distress	Interview	Essential
9	Ability to carry out a comprehensive assessment of an individual's care and support needs, including risk assessment. Ability to devise effective individual care plans and risk management plans	Application & Interview	Essential
10	Ability to manage a diverse workload of operational management, service development and corporate responsibilities	Application	Essential
11	Good written & verbal communication skills including the ability to listen sensitively to others	Interview	Essential
12	Ability to build effective, professional professionals, other agencies and families & friends of service users	Interview	Essential
13	Experience of staff recruitment & selection and knowledge of equal opportunities	Application Form	Essential
14	Ability to serve as a professional role model to colleagues	Interview	Essential
15	Experience of developing new services/initiatives in partnership with others and of evaluating & monitoring success	Application Form	Desirable
16	Willingness to work flexible hours (including some travel) according to needs of agency and service users	Interview	Essential

TERMS AND CONDITIONS – REGISTERED SERVICE MANAGER

Oxford and Reading Learning Disability, Mental Health and Complex Needs Services

Salary:	**Up to £38,981 per annum**	
	Point One:	£37,971 per annum
	Point Two:	£39,138 per annum
	Point Three:	£40,267 per annum
Please Note: *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.*		

Hours of Work:

37.5 hours per week including weekends and public holidays to be worked flexibly according to the needs of the service. The post holder will be required to participate in an on-call rota for which an allowance will be paid.

Holidays:

25 days per annum plus eight statutory days pro rata.

Bank Holidays:

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Level 2 and/or Level 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

Birthday Holiday Bonus:

You are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period, you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Bonus:
After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period, you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

Sickness Policy:
Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows: -

- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months service - Up to a maximum of four weeks at full pay.
- Twenty-four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:
Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:
Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6-month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:
Creative Support offers discretionary benefits in addition to statutory benefits. These include:
- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service:
This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:
An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Payroll Giving:
Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

WeCare Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:
Employee benefits and discount vouchers available through the Your Rewards website.
Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:
£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

Welcome Back Grant:
£200 worth of vouchers for employees who return to the organisation who have at least six months between resigning from their original post and taking up their new role.

Uniform:
If applicable for your service you will be provided with a uniform. The number of uniforms that are provided will be dependent on your hours worked.

Company mobile phone and laptop:
If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:
A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.