# GreenSquareAccord Job Description

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| **Job Title** | Registered Manager | **Location** | 21 tritt and Harborne |
| **Directorate** | Operations C&S | | |
| **Department** | Care & Support | **Date updated** | Dec 2025 |
| **Job Family** | LDMH | **Grade** | |

## Organisational Structure

Accountable to: Executive Director of Health, Social Care and Support

Responsible to: Head of Learning disabilities & Mental Health services

Responsible for: Staff team

## Role Purpose

As the registered manager, you will be responsible for ensuring the highest standards and delivery of care and operational management

## Key Accountabilities

**Management**

• Be responsible for day-to-day management of the care home, providing effective management to the scheme, taking responsibility for ensuring a professional atmosphere is always maintained.

• Providing a clear vision and an example of inspiring leadership and support to all staff and customers.

• To ensure the smooth running of the service, within the defined policies, procedures, standards and protocols of GreenSquareAccord Care and Support, to ensure delivery of a high-quality service.

• To act as the Home's representative at local and wider meetings inclusive of liaison with other relevant internal/external agencies to ensure optimum progression of care.

• To provide sound leadership and motivation for staff. Be actively involved in recruitment and staff development reviews. Facilitate orientation and training programmes.

• Take lead responsibility for maintaining all confidential data including staff records e.g. and sickness, annual leave. To lead in the selection, supervision and appraisal of staff.

• Manage complaints from customers / relatives/ stakeholders/ others.

• Ensure adherence to all organisational policies and procedures and standard operational processes

**Service:**

• To develop and manage the relationship with the Local Authority staff ensuring that the GreenSquareAccord brand is constantly in the public domain and that we contribute towards achieving the preferred partner status in all Local Authority areas.

• To lead coordination of all aspects of service delivery in addition to care and support including, housing management, maintenance, housekeeping, and general well- being of the customers.

• To deliver services within the budget set providing a strong financial performance that enables the GreenSquareAccord to deliver commercial and social objectives.

• To work in partnership with the relevant management teams and the Head of learning disabilities & mental health services to achieve the objectives of the Business Plan and contribute and implement future strategies which supports the expected growth of service delivery to both existing and new customers.

• Develop and implement effective working relationships across the organisation to promote the scheme, the service provision, the staff and to engage and understand fully the benefits of working together to always ensure the smooth running of the scheme.

• Ensure that accurate and up to date customer, staffing, financial and other relevant service records are maintained.

• Ensure compliance with all regulations related to the service both internally and externally and monitor and achieve continuous improvement on all aspects of Health and Safety for customers, stakeholders, and staff. Although not exhaustive, this includes:

Minimise risk to customers, self, the team and others including visitors by undertaking formal risk assessments and maintaining accurate records.

Ensure the safety and security of the building, including visitors while on duty.

Comply with all health and safety guidance in respect of clinical, food hygiene, lifting and handling, the handling and storage of medication, cleaning and chemical storage and other relevant legislative requirements.

**Quality and Compliance:**

• Ensure that monitoring and regulatory returns are completed and comply with GreenSquareAccord policies and procedures, CQC and LA contract standards, working within the principles of Quality and Continuous improvement.

• Deliver care according to the NSF and NICE guidelines and evidence-based care.

• To ensure there is learning from adverse incidents through the development of a learning culture.

• Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the performance of the team.

**Change Management:**

• To work with the Head of learning disabilities & mental health services to develop the service model to meet changing customer needs, commissioning intentions and the financial and contracting landscape.

• To participate in projects within the learning disabilities & mental health portfolio and the wider C&S department, to support the business delivery as identified by SMG as priority areas of remodelling/mobilisation and development as assigned.

**Growth and Service Development:**

• To work with the Head of learning disabilities & mental health services to develop and sustain excellent customer relationships to maximise new business opportunities and engagement.

**General:**

• To always act in a professional manner; working in line with GreenSquareAccord policies and procedures and to ensure legal compliance and adherence to regulatory framework.

• Ensure arrangements are in place and clearly communicated to staff to enable public interest disclosures to be made and for concerns of staff to be properly investigated without detriment to staff raising concerns.

• To undertake any other duties commensurate to your role, when required, for the needs of the service

## The GSA Way

Our commitments are the culture that defines who we are, they shape the way we interact with our customers and colleagues, impact the way we prioritise and make decisions, and are the way we do things around here.

As a GreenSquareAccord colleague, you are expected to demonstrate our core commitments of the GSA Way. These are:

- We believe our customer is everything
- We are one team

- We are supportive and caring
- We are business-minded for social purpose
- We are curious and ambitious.

## Working Relationships and Contacts

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| **Internal** | • Executive Directors.<br>• GreenSquareAccord Limited managers.<br>• GreenSquareAccord Limited employees. |
| **External** | • External companies and other Housing Associations.<br>• GreenSquareAccord Limited suppliers.<br>• Consultants, third party agencies, solicitors, etc.<br>• GreenSquareAccord Limited customers/residents.<br>• Members of the public.<br>• Police and other emergency services.<br>• Local Authorities and registered social landlords.<br>• Citizen Advice Bureau and law centres. |

## Other

- Undertake other duties as may reasonably be required.
- Actively contribute and participate in PDR development reviews and discussions, supervision meetings, and other meetings, as required.
- Complete training that is relevant for the role.

# Person Specification

A person specification is a list of the essential an/or desirable qualities which candidates should possess. It should be structured in such a way that it can be used as the framework for the shortlisting and interview process. The specification should relate to the job description and contain all the qualities that are required to carry out the job effectively. It should avoid criteria that are not genuine requirements related to the duties of the post. The requirements should be clear and specific.

| QUALIFICATIONS AND TRAINING | |
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| **Essential** | **Desirable** |
| NVQ level 5 or Equivalent | |
| Knowledge of CQC requirements | |
| 2 years' experience within a management role | |
| Experience in a learning disability setting | |

| KNOWLEDGE, SKILLS AND EXPERIENCE | | |
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| | **Essential** | **Desirable** |
| **Leadership** | • Able to work on own initiative be proactive, juggle competing demands and problem solve.<br>• Able to lead the team by example undertaking team tasks and helping as required.<br>• Able to undertake staff supervision, induction, training and appraisal.<br>2 years' experience of managing, supporting and motivating a staff team. | • Understanding and implementing principles of effective change management.<br>• Understanding of delegations, and approvals.<br>• Understanding of the importance of designing processes to add value which are then fully understood and consistently applied |
| **Analytical** | • Experience of working in partnership with other agencies and building | |

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| | positive working relationships with key stakeholders and regulators.<br>• Ability to manage multiple priorities effectively.<br>• Strong planning and organisational skills.<br>• Experience of reviewing, monitoring and evaluating care and support delivery.<br>• Ability to lead and manage a team to deliver outcomes for customers.<br>• Able to manage workload and priorities.<br>• Values diversity and demonstrates practical commitment to the equality of opportunity. | |
| **Financial** | Experience of budgets; preparation and management. | • Experience of creating and tracking budgets up.<br>• Ability to review and challenge financial performance/to be able to complete financial analysis/to understand variances.<br>• Ability to understand business consequences to financial performance. |
| **Problem solving** | • Dealing with complex problems that have a variety of solutions and making the case for the best one.<br>• To operate with autonomy. To operate effectively and make good quality decisions with little information | • Ability to gather relevant information from a variety of sources to enable sound decisions to be taken.<br>• Able to identify several options to solve the root cause of a problem and analyse the pros and cons of each option to arrive at a sound decision. |
| **Influencing** | • Delivers high quality results in a timely manner. | • Good organisational, time management and prioritisation skills with the ability to meet |

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| | Ability to plan, organise and successfully execute multiple tasks simultaneously with timeliness and accuracy.<br>Ability to work proactively within the community to build relationships with work colleagues, voluntary and statutory agencies, customers and their families and to build trust and confidence. | deadlines and to determine an appropriate course of action despite changing demands. |
| **Customer focus** | Ability to communicate and work with internal and external customers, stakeholders and colleagues at all levels, with varying needs and involve them in the development of services<br>Experience of working in stressful environments and diffusing, mediating and calming situations and emotional, difficult or distressed people | • Experience of identifying opportunities to improve the customer experience and following through from concept to delivery |
| **General knowledge & advice** | Good working knowledge and experience of using of Microsoft Office software such as Outlook, Word, Excel, PowerPoint<br>• Able to work flexibly including evening, nights, weekends & bank holidays.<br>• Demonstrable interest and enthusiasm for working with people within this client group.<br>• Valid driver's licence and reliable transportation and business liability insurance. | • Experience of HR Information Systems e.g. OpenHR and their functionality, such as employee self-service, workflows & payroll. |