



Transforming the lives of vulnerable people

Will you join us?

Registered Service Manager



Registered Service Manager

At Bedspace we've made it our mission to do one thing: transform the lives of vulnerable people. Our team of 300+ people work to provide housing and support packages to our service users in asylum, young people leaving care, adults in social care and homeless families and individuals. 2024 sees us celebrate our 25th anniversary, in which time we've supported over 17,000 vulnerable people to transform their lives.

The Registered Service Manager is accountable for working within the OFSTED framework against agreed criteria and objectives while managing, monitoring, and maintaining the quality standards ensuring the service complies with the OFSTED Framework and Regulations, Local Authority Quality standards, and contractual obligations.

Strategic Focus:

We aim to future-proof our operations by ensuring coverage across the full Bedspace Pathway. As our organization grows, services may be divided by geographical area rather than by specific services, requiring adaptability and comprehensive oversight.

Future Responsibilities:

This role may expand to cover various aspects of the Bedspace Pathway, including:

Group Living

Trainer Flats

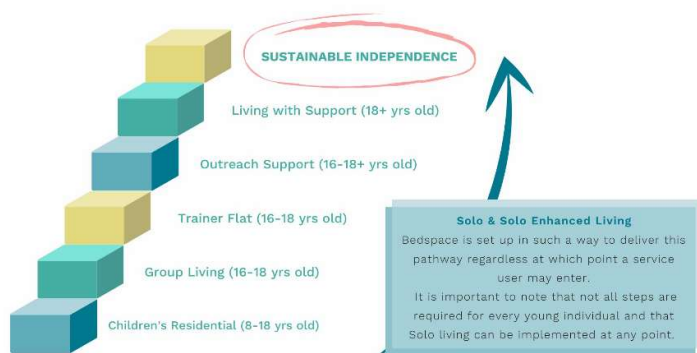
Solos

Outreach

TAP (Temporary Accommodation Projects under the Trust)

Position in the organisation

This position reports to Head of Service Delivery and sits within the Service Delivery team. This role will also work closely with HR.



The Bedspace pathway allows for the right support at the right time for the individual and has the goal of them achieving sustainable independence.

Key Accountabilities and Responsibilities

Working cohesively and liaising effectively with other Registered Service Managers, Organisational Heads of Service and external stakeholders you will:

- Manage and support the Team Managers who have responsibility for the day to day running of the service within your area of responsibility.
- Inspire, lead, and manage a culture in relation to the supported accommodation undertaking in a way that is consistent with the OFSTED framework, approach, and ethos, that puts young people first and prioritises their wellbeing and development. and delivers the outcomes set out in the Statement of Purpose.

- Ensure to keep the Statement of Purpose under regular review to ensure it remains young person focused and indicates how the services provide individualised support that meets the Quality Standards and improves outcomes for the young people it accommodates.
- Work to agreed Service Level Agreements both internal and external.
- Work with the Head of Service Delivery and Director of Business Development to contribute to the planning, delivery and review of new services and opportunities.
- Liaise effectively with external stakeholders overseeing relationship and partnership management.
- Oversee the management of financial budgeting and resources.
- Working cohesively with the Bedspace QA Lead Implement quality assurance systems, which reflect agreed good practice, involve service users, and meet legislative requirements.
- Ensure Legal and statutory compliance.

1. Act as the lead on all operational matters relating to the specific service area providing progress updates to the Head of Service Delivery, Director of Operations, Senior Leadership Team, and other Registered Service Managers
2. Identify new business opportunities and advise the Director of Business Development and work together with them on developing proposals for new opportunities.
3. To take a lead role in the preparation, planning and activity in quality assurance audits and inspections.
4. Assist in the negotiation of contracts and Service Level Agreements on behalf of the company and ensure complete service delivery of contracted and non-contracted agreement.
5. To contribute and assist in human resource and workforce planning to meet the needs of the business.
6. To compile and review the workforce plan for your area which covers the recruitment and employment of staff which outlines the management and staffing structure for your area, the experience and qualifications of their team and further training requirements, oversees the induction and probation and core training for their area, ensures poor performance is managed, and oversees the supervision and monitoring of staff.
7. Maintain existing business relationships with key external and internal partners, representing Bedspace at meetings with various partners and agencies, always acting in the best interests of the company.
8. Initiate reports as may be necessary for consideration by Senior Leadership team.
9. Manage and report on internal and external KPIs
10. Ensure compliance with organisational requirements for Data Protection, risk management, Safeguarding, Health & Safety, and other legal and statutory requirements along with best practice and general duty of care.

Leadership & Management

1. Provide leadership and management to all staff through written information, team briefings, regular supervisions, and management meetings to ensure the aims and objectives of the service are met to achieve positive outcomes for the service users.
2. Provide effective leadership to a staff team, be responsible for leading and managing all employees within the service including recruitment and selection; induction and post appointment assessment; training and development; supervision, at the appropriate level in accordance with the workforce plan.
3. Deliver a culture of service excellence, working to embed the company values, standards, behaviours, and strategies needed to bring about lasting improvements in delivery in all service areas.
4. Exercise effective management of available financial resources, to ensure that activities are undertaken in line with ensuring value for money and efficiency is achieved.
5. Manage risk for the services in the allocated service area on an on-going basis, giving early insight into any issues.
6. Deal with and respond to complaints about services taking ownership of the problem and seeing it through to a satisfactory conclusion.

7. Manage and monitor reportable incidents ensuring communication is relayed to Ofsted and Local Authority
8. Oversee the workforce plan for the service area and contribute to training strategies which reflect the objectives and targets of the Service, and which promote and maintain a learning culture within the workplace. To undertake essential training to fulfil this.
9. Develop and drive a performance culture with a focus on continuous improvement, accountability, and personal responsibility.
10. Regularly review and manage individual and team performance making appropriate interventions and acting promptly with the support of HR where necessary.
11. Act as an ambassador for Bedspace always, promoting its values and standards internally and externally.
12. To carry out such other duties which are consistent with the nature and responsibilities of the post.

Partnership Working

1. To prepare for and attend meetings as required or directed as part of the overall support of the service.
2. To work effectively and cooperatively across multi-disciplinary teams.
3. Represent the department and company at meetings and committees providing clear advice and input. Attend and advise external bodies, including partner meetings, specialist groups and local providers as required.
4. Ensuring effective relationship development and management of key commissioners, partners and other stakeholders.

General Accountabilities

1. To ensure that the policies and procedures of Bedspace are carried out effectively and sensitively.
2. To effectively use IT packages to support the work of the company, ensuring all contractual obligations are adhered to
3. To observe and maintain strict confidentiality in respect of children and young people and the company.
4. Able to show flexibility to cover all areas across the company as and when required to meet the needs of the business.
5. Ensuring the highest standards of quality are achieved in all duties carried out.
6. Communicating effectively within the team, with other teams and across the company.
7. Conducting all activities in a manner in line with the company's vision, promoting good external relations and a positive image of the company.
8. Responsible for meeting individual performance targets as agreed with the post holder's manager.
9. Supporting the culture of cross sectional working, encouraging a culture of project work focusing on the objectives of the company. Actively participating or leading in projects and corporate tasks as required.
10. Reporting on such performance, management, and operational information as requested by the post-holder's manager.

Health and Safety

Responsibility for the health, safety and welfare of self and colleagues in accordance with the requirements of the company Health and Safety policies and procedures.

Diversity

The post holder is required to always have due regard to equal opportunities and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

Confidentiality

The post holder is required to observe and maintain strict confidentiality in respect of children and young people and all company information.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this post will be mutually agreed with the post holder.

Safeguarding and Safe Recruitment

Due to Bedspace's commitment to safeguarding and this post having access to children and/or vulnerable adult's, candidates will be required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information provided.

The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

We are looking for someone who can...

The Regional Manager is accountable for the four OFSTED standards of supported accommodation:

- Leadership and Management
- Child Protection
- Accommodation
- Support

Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)
At Least two years' experience in a position relevant to residential/ outreach support of children or adults within the previous 5 years	E
Understanding of both effective practice in responding to the needs of looked after children and care leavers aged 16 and 17 and of local authority statutory duties to both cohorts and how supported accommodation settings are required to support these.	E
Knowledge of the Aims and Principles of Ofsted Requirements for supported living, including the Quality Standards Guide 2023 and its relevance of support living	E
Aims and principles of the Children Act and its relevance for Bedspace	
An understanding of the complex environment we work in together with an appreciation and empathy for the interdependencies of mental health, developmental trauma,	E

substance misuse and offending behaviour, which are amongst some of the challenges our team face.	
Experienced in exacting standard setting, ensuring compliance, and sharing best practice	E
Experience of monitoring and evaluating the outcomes of children and young people.	E
An excellent communicator, experienced in developing and nurturing partnerships with external agencies and internal partners.	D
Leadership qualities, skills of a strong negotiator and can advocate and be diplomatic	E
Ability to promote and develop the professional skill base of the team members	D
Human Resource management - At least two years' experience managing a team in a support or service delivery setting	E
Working knowledge of supported living requirements and issues. Understanding of housing issues affecting vulnerable People. Understanding of current issues affecting Vulnerable People.	E
Comprehensive understanding of service delivery	E
Extensive history of working together with other agencies to safeguard and provide positive outcomes and progress for children and young people.	E
Budgetary experience	D
Knowledge of Health and Safety at Work	D
Competencies & Personal Attributes	Essential (E) or Desirable (D)
Proven compliance with the fitness requirements of the OFSTED Regulations Framework	E
Risk management	E
Conflict Management	D
Change management - Counsel, motivate and effect change in team members and service users	D
Excellent written, verbal communication and Presentation Skills	E
Able to follow policies and procedures taking appropriate action when necessary	E

Negotiation skills.	E
Able to work to tight deadlines and be computer literate.	E
Able to make quality decisions under pressure	E
Effective use of time management.	E
Ability to work within a challenging environment taking on new ideas and be adaptable to 'change while demonstrating flexibility and resilience in challenging situations.	E
Professional and values led with integrity, inclusivity, and respect for diversity, with an ability to work in uncertainty and maintain a positive approach.	E
Ability to work within a challenging environment.	E
Ability to travel, as required between Bedspace locations	E
Willingness to undertake further training	E
The ability to work flexible hours as required	E
Qualifications	Essential (E) or Desirable (D)
Level 5 Diploma in a relevant Leadership or Social Care qualification or willing to work towards and achieve within 2 years.	E
Evidence of holding a leadership position with significant staff and service delivery management	E
Satisfactory DBS record	E
Current driving licence and willingness to travel	E

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role.

Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Record Check from the Disclosure and Barring Service (England & Wales). If you require further information regarding this check, please contact recruitment@bedspace.co.uk

Our Values

To enable us to achieve our desired culture we have the following values which we live by:





OUR BENEFITS

-  **Competitive Salary**
-  **Birthday Leave**
-  **Training Opportunities**
for career development & progression
-  **Healthcare Cash Back Plan**
including children up to the age of 16
-  **Life Assurance**
x4 annual salary as a death in service benefit
-  **25 Days Annual Leave + Bank Holidays**
pro-rata for part time staff
-  **Ability to Buy & Sell Annual Leave**
-  **Pension Scheme**
with company contribution
-  **High-Street Employee Discount Scheme**
-  **Social Activities**
including our "Bedspace Solemates" walking group!
-  **Employee Assistance Programme**
including 24/7 access to counselling & GP service
-  **Volunteering Days**
we run a variety of campaigns helping the wider community to get involved in!