



Waythrough

Job Description

Job Title:	Area Manager
Job Grade:	C2
Reports to:	Operations Director or Assistant Director.
Direct reports:	Service Managers, Lead Practitioners, Team Managers, Coordinators
Clearance required:	Enhanced DBS.
Key stakeholders:	Directors, Senior Managers, Service Managers, service users, commissioners, external stakeholders.

Workplace values

Job Purpose

To manage and develop all service activity within the designated area and to provide strong, dedicated leadership and management to the team in your area.

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Person Specification

Key accountabilities:

1.	Implement, develop, lead and assist in the operational management of the services in your area.
2.	Initiate innovative forms of service delivery and identify improvement, development and growth opportunities to maintain and develop service provision.
3.	Support the Assistant Director/ Operations Director in the implementation of company strategy and policy by involvement in business planning including developing and implementing action plans for achieving and maintaining performance targets and KPIs.
4.	Provide Leadership and direction to the team(s) in your area and communicate key decisions from the SMT and EMT. Deputise for the Assistant Director and Operations Director when required.
5.	Manage, mentor, coach and ensure the development of staff reporting to you, including volunteers. This includes involvement in delivering appropriate training, recruitment, induction, monitoring performance, managing absence and carrying out performance and development reviews.
6.	Work with Service and Team Managers to ensure that all staff operating within services receive effective management, supervision, support, appraisal and access to appropriate training and personal development opportunities.
7.	Work as part of the local management team and participate in Humankind's Leadership Forum, working groups and corporate activities.



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8.	Support the preparation of annual budget projections in conjunction with the Finance function and operate within agreed budgets to meet financial targets.
9.	Support the development and implementation of new service delivery models, pathways and processes that promote high quality, effective care across services.
10.	Managing service contracts for sub-contracted partners ensuring operational, performance and quality standards are delivered.
11.	Be the Registered Manager for CQC where appropriate.

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12.	Be aware of upcoming tender opportunities and work closely with Humankind's Business Development team, in collaboration with the Assistant Director and/or Operations Director, to develop bids and support an operational bid team where required.
13.	Represent Humanind in a professional manner at all times and network, build and maintain effective professional relationships with internal and external professionals and stakeholders including service users, staff teams, commissioners and other service providers.

14.	To take responsibility for health and safety within the working environment and to take the lead on premises and facilities management when required.
15.	Support (and lead where requested) with the implementation and mobilisation of new services and organisational change initiatives.
16.	Promote effective use of Humankind’s Integrated Governance framework and processes across services and support services to achieve required quality standards within internal audits and relevant inspection framework.
17.	Analyse management/ performance information and utilise this analysis to continuously improve the services in your area.
18.	Support and ensure effective systems are in place for monitoring and recording all aspects of the service.
19.	Ensure all services delivered are accessible paying particular attention to underrepresented groups.
20.	Network and develop community opportunities and agency links to raise awareness of the services in your area and to improve social capital opportunities and secure additional funding streams.
21.	Provide reports and briefings as required, including reports to the Senior Management Team, Commissioners and operational and strategic meetings.



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22.	Ensure Peoplekind is kept up to date with records including: annual leave, sick leave, TOIL, disciplinary records, supervision notes, appraisal.
23.	Undertake continuing professional development including participating in clinical supervision, performance appraisals and attending training as/when required.
24.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind’s clinical governance framework and safeguarding policies and procedures.
25.	Keep abreast of policy and professional development within your area of professional expertise.
26.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.



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Technical/ Professional Qualifications	Essential or Desirable
Hold or working towards a recognised Management qualification e.g. Level 5 in Management / Leadership (or have relevant time served experience).	E
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes.	E
Well-developed oral and written communication skills including report writing.	E
Ability to use Management Information Systems effectively along with good data analysis skills.	E
Experience of service delivery management.	E
Experience of positively contributing to organisational change and development.	E



Person Specification

Experience of working within quality frameworks such as CQC, Ofsted and QAF.	E
Significant experience of inter-agency/partnership working.	E
Familiar with relevant service provisions and agencies.	D
Competencies	
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.
Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.
Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Humankind’s reputation within the industry, becoming a “provider of choice” recognised by external bodies as



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	meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
Safeguarding training required on start (not to be measured in the R&S process) <ul style="list-style-type: none">• XX• XX	