

Job Description

Job Title	Peripatetic Manager
Function	Operations
Department/Team	South & Midlands/ NE & Cumbria /Yorkshire & North West
Reports to	Regional Director/Director of Service TBC
Direct Reports	Service Managers
DBS Check Level Required	Enhanced
Grade/Job Evaluation Level	Guide
Salary Banding	Manager/Specialist B
Created/Reviewed date	September 2025

You will be working for

As a dynamic and purpose-driven organisation, we recognise that our people are at the heart of everything we do. The Peripatetic Manager will play a pivotal role in creating an environment where our people and volunteers feel valued, supported, and empowered to deliver lasting change.

Our charity is committed to creating meaningful impact in the lives of those we serve. As a values-driven organisation, we understand that our people are central to achieving our mission.

Within Operations we are responsible for ensuring the smooth and effective delivery of services. By ensuring services are well-coordinated, compliant, and responsive to the needs of the people we support, our work will directly enhance service quality, improve outcomes for individuals, and strengthen Waythrough's overall impact in transforming lives and communities.

Purpose of the Role

To work on a flexible and responsive basis as directed by the Regional Director/Director to support regional capacity particularly during transition periods to lead and develop a portfolio of services/delivery projects ensuring services are safe, sustainable, person-centred, and high performing. The role combines oversight with operational delivery and people leadership, driving innovation, continuous improvement, and service excellence.

Key Accountabilities

(List of accountabilities specific to this role)

Planning/Service Delivery

- Lead operational delivery across services, ensuring compliance with quality frameworks (e.g., CQC, Ofsted, QAF).
- Implement, monitor, and continuously improve service models, pathways and outcomes promoting high quality care and identifying opportunities for improvement/development.
- Act as lead contact with commissioners and key stakeholders in your area.
- Contribute to regional strategy, including service transformation, organisational initiatives and business development.
- Promote effective use of governance frameworks and ensure services meet quality standards.
- Uphold safeguarding responsibilities.
- Lead/support mobilisation and restructuring of new or existing services.
- Ensure innovation in service delivery and adaptation to local needs and priorities.
- Manage contracts with sub-contracted partners to ensure standards are met.
- Act as the CQC Registered Manager where needed.
- Identify and support opportunities for tendering and contract expansion with the Business Development Team.
- Lead risk management across services, people, and property.
- Take responsibility for health and safety and managing premises and facilities.
- Provide leadership by communicating strategic decisions and deputising for senior leaders when needed.

Finance

- Develop, manage, and monitor budgets to achieve financial viability.
- Mitigate financial risk, including void management and cost controls as appropriate.



- Support the development of annual budget projections and ensure services operate within agreed budgets.

Performance

- Drive effective use of management information and dashboards to monitor KPIs, performance and impact.
- Ensure effective systems are in place and utilised for monitoring and recording service activity.
- Support achievement and maintenance of KPIs and targets.
- Analyse performance information to drive continuous improvement.
- Provide detailed, high-quality reports and briefings for senior leadership, commissioners, and stakeholders.

People

- Manage, mentor, coach and ensure the development of people reporting to you, including volunteers. This includes involvement in delivering appropriate training, recruitment, induction, monitoring performance, managing absence and conducting appraisals/supervisions

Development and Engagement

- Participate in leadership forums, working groups, and organisational activities.
- Represent the organisation professionally with partners, stakeholders and service users, building effective internal and external relationships.
- Network and develop community and stakeholder links to raise service/organisational awareness promoting retention and growth.
- Build strategic alliances and community links to improve social capital and ensure services are accessible and inclusive, particularly for underrepresented groups.

General Accountabilities

(List of accountabilities applicable to all roles)

- Model our organisational values and leadership behaviour that sets the tone for people across the organisation.



- Create a culture of excellence and care which is collaborative and actively demonstrates our commitment to the people we support, and our core purpose.
- Demonstrate and lead a culture of development, learning and continuous improvement so that everyone can thrive.
- Maintain constant awareness of both the external and internal landscape, horizon scanning for growth opportunities and new developments.
- Develop and maintain appropriate and effective organisational processes, systems, and staffing structures to ensure the organisation meets its legal and regulatory responsibilities including safeguarding.
- Work in accordance with all relevant legislation, policies, procedures and guidelines.
- Keep abreast of latest developments and good practice in own professional areas. Anticipate possible future developments which may affect the organisation.
- Participate in any root cause analysis or review of constraints and/or delays, when necessary, to deliver effective evaluation and continuous learning.
- Promote and adhere to the organisation's equality, diversity and inclusion approach.
- This job description is non exhaustive, and we reserve the right to amend and review as appropriate

Additional Information

- Willingness to travel and work flexibly across the region within the peripatetic role, ensuring visibility across designated services.
- Participate in out of hours on call rota.



Values

Our Values
• Kindness - Be generous, caring and compassionate • Courage - Be bold, trust, commit • Respect - Everyone deserves dignity

Person Specification

Qualifications	Essential or Desirable
Level 5 Management or Leadership qualification (or working towards) or equivalent experience	E
Degree-level education or professional qualification (e.g., RMN, DipSW)	D

Skills	Essential or Desirable
Ability to lead and manage a team	E
Understanding of safeguarding frameworks and relevant government strategy	E
Resilient, inclusive, credible, empathetic, organised	E
Flexible and responsive, able to quickly adapt to new tasks and areas of responsibility.	E
Proficient in Microsoft Programmes	E
Ability to use Management Information Systems effectively along with good data analysis skills	E
Able to manage budgets	E
Highly developed organisation and prioritisation skills	E
Understanding of void management	D



Experience	Essential or Desirable
Leadership and management of teams in drug and alcohol recovery, mental health, housing, young people and families, employability or relevant delivery sector	E
Performance management including delivery sector specific monitoring systems and tools	E
Management of service budgets and financial performance.	E
Business development activity	D
Application of Government strategy and policy to service delivery	E
Positively contributing to organisational change and development	E
Working within quality frameworks such as CQC, Ofsted and QAF	E
Significant experience of inter-agency/partnership working	E

