

## SHARE Scotland Ltd

### Job Title Job Description

<b>Job Title:</b>	Senior Services Manager (West Branch Registered Manager)
<b>Team:</b>	Head Office
<b>Reports to:</b>	Head of Service
<b>Period of post:</b>	Permanent
<b>Usual Location:</b>	<b>Head Office Glasgow</b>
<b>Salary scale:</b>	35 hours per week (45-50k dependant on experience)

SHARE Scotland was founded in 1984 by families of young people with complex disabilities to address long-term housing and support needs. Today, SHARE provides high-quality, person-centred support enabling individuals to live independently and make meaningful choices about their lives.

Share currently provides care and support service users in over 16 sites, geographically spread across 3 local authorities: Edinburgh, Glasgow, West Dumbarton.

These range from single person services to shared or clustered accommodation of between 3 and 7 individuals. Share has taken the decision to concentrate on the delivery of care and support and doesn't own and manage its own property. Individuals are themselves tenants of Registered Social Landlords or Share has the tenancy and sub-lets the property to the individual.

## **Job Purpose – overview**

The Registered Manager will provide strategic and operational leadership across services in the West region, ensuring safe, effective, and person-centred care in line with the Health and Social Care Standards.

The post holder will drive continuous improvement, ensure regulatory compliance, and deliver positive outcomes so that people supported experience dignity, respect, choice, and control.

## **Key Responsibilities:**

### **1. Service Leadership & Development**

- Lead the development and sustainability of services
- Oversee new service implementation from planning to delivery
- Ensure contractual requirements are met
- Identify opportunities for service growth and innovation

### **2. Quality & Performance Management**

- Ensure delivery of safe, effective, high-quality services
- Maintain quality assurance and continuous improvement systems
- Monitor outcomes, performance, and service user experience
- Use audits, data, and feedback to drive improvements
- Ensure services are inspection-ready

### **3. Regulatory & Compliance**

- Ensure compliance with:
  - Health and Social Care Standards
  - Care Inspectorate requirements
  - SSSC Codes of Practice
- Fulfil Registered Manager requirements
- Manage notifications and statutory reporting
- Complete annual returns and inspection actions
- Promote a culture of accountability and transparency

### **4. Financial Management**

- Manage and monitor service budgets
- Ensure services operate within agreed financial parameters
- Support budget planning and reporting
- Work collaboratively with finance functions

### **5. People Management & Development**

- Lead and support Service Managers
- Oversee recruitment, workforce planning, and retention
- Ensure effective induction, training, and CPD

- Promote a positive learning culture
- Manage HR matters (performance, absence, conduct)

## **6. Stakeholder Engagement & Communication**

- Build strong relationships with families and professionals
- Represent SHARE Scotland positively
- Ensure effective internal and external communication
- Contribute to organisational reporting

## **7. Health, Safety & Safeguarding**

- Ensure compliance with Health & Safety legislation
- Promote safe working environments
- Ensure safeguarding and Adult Support & Protection responsibilities are met

## **8. Strategic Contribution**

- Contribute to strategic planning and development
- Support organisational improvement initiatives
- Work collaboratively with senior leadership

### **Organisational Responsibilities:**

- Promote SHARE Scotland's values and ethos

- Uphold human rights, dignity, and choice
- Support equality, diversity, and inclusion
- Represent the organisation professionally at all times

*This list is typical of the level of responsibilities which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.*

### **Essential Qualifications, Skills, Knowledge and Experience**

- Significant management experience in a complex care environment
- Proven leadership and team development experience
- Ability to meet Registered Manager requirements
- Strong knowledge of social care and disability support
- Excellent communication and problem-solving skills

### **Desirable Qualifications, Skills, Knowledge and Experience**

- Relevant professional qualification (SVQ4, Social Work, Nursing, etc.)
- Management qualification
- Experience within social care / learning disabilities

## Core Competencies

- Client Focus
- Regulatory Awareness
- Valuing Diversity
- Communication
- Judgement
- Adaptability
- Teamwork
- Commitment
- Digital Skills

## Signature

I have read and accept the above job description. I understand that this record will fall under the Data Protection Act.

Signed: .....

Print:.....

Date:.....