



Role Title	Centre Manager
Job Family	Strategic People
Competency Level	Principal Officer/Manager
Pay Scale	Indicative as PO9
Purpose	
<p>To provide strategic leadership and day-to-day management of the Children's Home, ensuring high-quality care and support for children with learning disabilities and associated needs. The role ensures the smooth running of services, promotes the wellbeing and safeguarding of children, and supports their development and aspirations for adulthood. It also involves overseeing staff, budgets, and resources, maintaining compliance with health and safety standards, and building strong relationships with families, professionals, and the wider community. The post holder will be expected to lead continuous improvement across the service, ensuring it meets regulatory standards and reflects best practice. They will also play a key role in shaping the centre's vision and culture, fostering a positive and inclusive environment for both children and staff.</p>	
Generic Accountabilities	End Results/Outcomes
Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>Service delivers excellent customer service.</p>
Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	<p>Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.</p> <p>Responses to major corporate or partner initiatives / complex operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p>
Ensure the development and delivery of continuous improvements in all aspects of the	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>



service.	
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	<p>Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.</p> <p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p> <p>Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.</p>
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Budgets are planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
Ensure the successful implementation of health and safety legislation, policies and practices.	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job-specific Accountabilities	End Results/Outcomes



Prepare and present a full range of reports both standard and non-standard within agreed timescales, ensuring they are accurate and relevant to the area of responsibility	Reports are prepared, distributed/ presented to the required committee/covering area of responsibility.
Ensure the Children's Home consistently operates in full alignment with its Statement of Purpose (SoP), meeting all Ofsted requirements and expectations.	<p>Both Residential and Respite services consistently meet Ofsted regulatory standards, demonstrating full compliance across all operational areas. This ensures high-quality care, safeguarding, and positive outcomes for children and young people.</p> <p>This includes maintaining a clear focus on delivering high-quality care, safeguarding, and measurable outcomes for children and young people, as outlined in the SoP.</p>
Ensure the Children's Home consistently meets Ofsted standards and expectations by maintaining high-quality care, safeguarding practices, and effective service delivery.	<p>Monitor and evaluate both Residential and Respite services to ensure compliance and continuous improvement.</p> <p>Children and young people consistently achieve positive outcomes aligned with their individual care plans. Progress is measurable across key areas including independence, emotional wellbeing, social development, and personal aspirations, contributing to their long-term success and quality of life.</p>
Fulfil all duties and responsibilities of a Registered Manager as required by the Children's Homes Regulations 2015 and associated Quality Standards. This includes ensuring the home operates in line with its Statement of Purpose, maintaining registration with Ofsted, and meeting all regulatory requirements.	Regulatory compliance is consistently maintained, ensuring the Children's Home operates within the framework of the Children's Homes Regulations 2015 and associated Quality Standards. All statutory reports, including Regulation 44 visits, Regulation 45 reviews, and Regulation 40 notifications, are completed accurately and submitted within required timescales, contributing to a culture of transparency, accountability, and continuous improvement.
Contribute to the strategic planning and development of services for children with disabilities and complex needs by working collaboratively with internal teams and external partners. Drive inclusive, evidence-informed service improvements that reflect the diverse needs of children and their families, ensuring services are responsive, high-quality, and	The evolving needs of children with disabilities and their families are effectively met across both Residential and Respite services. Their safety, security, and overall wellbeing are consistently prioritised, ensuring high-quality care and support throughout the Centre.



aligned with best practice.	
Actively and routinely seek feedback from service users, parents/carers, social workers, and Centre staff to inform service delivery and development. Use insights gathered to drive continuous improvement, enhance care quality, and ensure the service remains responsive to the needs of children and families.	Continuous improvement of the service is achieved through regular and meaningful feedback from children, families, staff, and professionals involved at the Centre.
Lead and manage staff across both Residential and Respite services, ensuring effective supervision, performance management, and professional development. Maintain full compliance with employment legislation, safeguarding protocols, and regulatory standards, fostering a safe, inclusive, and high-performing work environment.	Staff performance is regularly reviewed through supervision and appraisal processes. Mandatory training is completed within required timescales, staff and inspection feedback confirms effective workforce management and compliance with safeguarding and employment standards.
Ensure a robust and effective key work system is in place, enabling staff to build meaningful relationships with children and young people. This system should support consistent care planning, emotional support, and progress tracking, contributing to positive outcomes and a stable, nurturing environment.	Staff clearly understand, implement, and adhere to the key work model of care, enabling consistent support and positive outcomes for children and young people through structured relationships, planning, and progress monitoring.
Nature of Contacts	
Frequent contact with Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues.	
Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.	
High levels of tact, sensitivity and diplomacy is required.	
Procedural Context	



- Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.
- Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.
- Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.
- Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.
- Post holder is expected to work physically at the Centre location in line with Registered Manager visibility.
- Occasionally the post holder will be expected to attend other locations for work purposes.
- Post holder will oversee operational decisions.
- Post holder will normally report into Head of Service.

Key Facts and Figures

Delegated responsibility for project budgets.

Monitoring and controlling major financial transactions /information.

Effectively control significant budgets / resources.

Resourcing

Budget Responsibilities: Circa £800K

Supervisory Responsibilities: Manage a team of 32 staff in total working across Residential and Respite and Short Break provision.

The Centre Manager has two Deputy Managers who support in supervising staff; one for Residential home and the second for Respite and Short Break provisions of the children's home.

Knowledge, Skills and Experience



- Substantial relevant experience of managing specialist residential/respite services which support service delivery for children and young people with disabilities and complex/challenging behaviour.
- Experience of working with children with disabilities and their families with increasingly complex needs.
- Good knowledge of legislation, processes, procedures and issues relating to the client group.
- Ability to carry out client risk assessments to identify eligibility for service provision and/or risk of harm.
- Ability to advise and guide clients to encourage development and to access services to which they are entitled.
- Ability to communicate one to one and with specific client groups (in an appropriate format)
- Experience of being accountable for the managing performance of people and management systems
- The ability to understand and deliver successful relationship management to maintain effective working relationships.
- Extensive experience of managing change effectively across a service area.
- Substantial experience of managing significant budgets and resources.
- Significant experience of writing reports and records.
- Authority and credibility to build relationships influence and engage successfully with colleagues, partners and clients at all levels in complex or sensitive situations.
- Excellent time management skills to manage a complex workload prioritise and set deadlines and cope with conflicting and changing demands
- Literate and numerate with accurate record keeping and report writing.
- ICT skills including use of Microsoft applications.

Indicative qualifications

Educated to degree level or equivalent standard

Registered Managers Award - essential

NVQ Level 5 or equivalent - minimum level of qualification

DBS Clearance enhanced level

This role it is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.