

## **Job Title: Peripatetic Manager**

**Reports To: Divisional Director**

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### **Job Purpose**

As a Peripatetic Manager, you will provide visible, flexible, high-quality operational leadership across our Division. You will be deployed as required to lead, support, or stabilise locations, including but not limited to:

- Temporarily filling vacant management roles, including holding CQC Registered Manager responsibilities
- Being a visible manager, ensuring our organisational culture and person-centred support is embedded within our operational teams
- Supporting quality improvement initiatives
- Coaching and mentoring teams and individuals
- Providing additional capacity, where needed, such as with audit compliance where there have been periods of managerial absence
- Supporting new service mobilization
- Other duties as required

This dynamic role requires the ability to work across multiple locations and adapt quickly to changing divisional priorities, ensuring continuity, compliance, and outstanding person-centred-support

You will work with the following people and teams

- People we Support
- Operations Teams
- Quality Practitioners
- Commissioners
- Regulators
- Internal colleagues working within our central support functions including HR, Finance and L&D
- External stakeholders and key health and social care professionals including attendance at Provider forums and local community groups

## **Location & Travel Requirement**

The postholder must live within 1 hour of the Divisional boundary. Flexibility is required, as boundaries may change in line with organisational needs.

## **Key Responsibilities**

### **People We Support**

1. May be temporarily responsible for holding CQC Registered Manager status across multiple locations as required
2. Actively support innovation; change and development programmes within the Division and across Affinity Trust.
3. Willing to work flexibly according to the needs of the organisation and provide on-call support and assistance when required

### **Leadership and Team Support**

1. Role model the highest quality and standards to ensure that the outcomes and aspirations of the people we support are met in a person-centred and collaborative way
2. Provide stabilization, leadership and support during periods of staffing or other crisis
3. Provide coaching to Support Managers and Operations Managers and stepping into leadership gaps as required.
4. Lead teams as required in the continuous improvement and development of quality and innovative support (including the mobilisation of new locations)
5. Provide effective management oversight and support to Support Managers and their teams within the area deployed, to ensure that conduct, performance and attendance issues are managed appropriately and effectively within Affinity Trust policy and procedure
6. Recruit the right people to the right roles and contribute to the management of staff across the area, ensuring compliance with Recruitment & Selection Policy and Equality legislation
7. Support, supervise, motivate and develop teams, to ensure they fulfil the responsibilities of their role and receive the appropriate training and coaching to perform to the required standard
8. Ensure the support locations are appropriately resourced with the right number of suitably qualified, skilled, trained and experienced staff.

### **Quality & Compliance**

1. To work in line with all Affinity Trust policies and procedures and ensure that they are understood and implemented across all support locations; including but not limited to safeguarding, recruitment, GDPR, EDI, HR, and health and safety.
2. Responsibility for auditing the quality of support provision across locations to comply with Affinity Trust standards and CQC/SCI regulations
3. To conduct quality improvement interventions where required, and lead recovery plans following regulatory inspections or performance concerns in the areas deployed to

4. Monitor and report on the effectiveness of support delivery and contract performance in line with monitoring criteria by contributing to statistical, written and financial reports using information gathered locally and from our operations and HR systems on the performance of each location and organisational Quality and Compliance standards.
5. Act as a credible representative of Affinity Trust in a variety of settings, including with external agencies, families and local authorities.
6. Work collaboratively with multi-disciplinary teams to identify potential problems, act proactively to avoid placement breakdowns, manage complaints and mitigate levels of risk.
7. Engage with community events, meetings and forums to promote Affinity Trust,
8. Participate in the strategic development of the organisation; assisting with the identification and development of strategies for the planning and delivery of quality, innovative support.

## **Finance**

1. Contribute to the budget setting process for locations across the Division and ensure effective oversight and control of income and expenditure through regular budget monitoring reviews and timely and accurate variance reporting
2. Proactively manage delegated budgets ensuring efficient use of resources including the cost-effective use of staffing resources to meet the needs of the people we support

## **General Duties**

1. Ensure all records, personal, staff and people we support data are managed in line with GDPR and Information Governance policies, relevant legislation, codes of practice or contractual obligations.
2. Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974 and escalate any concerns without delay
3. Participate in regular 121 and appraisal and undertake all relevant training.
4. Participate in and complete all relevant instructor/ train the trainer courses and deliver training to my teams, including but not exclusive to PROACT SCIPr.
5. Work in accordance with the organisation's policies and those of external regulators or professional bodies. The list of duties is not exhaustive; the line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.

## Person specification

| Factor                      | Essential  | Desirable |
|-----------------------------|--|-----------|
| Skills, Competency & Values | <p><b>Communication – verbal and written</b><br/>Accurate communication skills with attention to detail.<br/>Confident and persuasive communicator. Demonstrable questioning and listening skills. Explain and convey complicated information in a clear manner that is adapted to the audience.</p> <p><b>Relationship Management</b> – Able to build effective working relationships at all levels, demonstrating credibility and understanding of needs. Able to propose and influence solutions. Able to show empathy and understanding to others.</p> <p><b>Planning and Organisation</b> – ability to manage a busy workload, effective time management, reliable, meets deadlines, proven prioritisation and decision-making skills. Able to take a flexible approach and prioritise high volumes of work with regular interruptions.</p> <p><b>Results oriented</b> – A positive ‘can do’ attitude, driven &amp; focused on effective outcomes and solutions. Conscientious and customer focussed.</p> <p><b>Technical/analytical</b> – able to create mail merge documents and track data to determine when</p> |           |

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|                                     | <p>checks (e.g. DBS) need to be renewed. Triage calls/e-mails to determine which is most appropriate course of action (e.g. refer to manager, provide advice on a policy/process etc.)</p> <p><b>Values</b> – Demonstrates company values. Self-motivated and enthusiastic to learn new skills. Demonstrates an inclusive approach at work and supportive to colleagues. Tenacious and resilient. Discrete and maintains confidentiality of information.</p> |  |
| <b>Education and Qualifications</b> | Educated to at least GCSE or equivalent standard.  | Educated to A-level and CIPD level 3 or above.   |
| <b>Knowledge</b>                    |  |  |
| <b>Experience</b>                   | <p>Strong adaptability and ability to work in ambiguity or changing priorities</p> <ul style="list-style-type: none"> <li>- Demonstrated experience in coaching or mentoring managers/teams</li> <li>- Ability to rapidly assess service performance and implement improvement plans</li> </ul>  | <p>Experience of working in a peripatetic or regional support role</p> <ul style="list-style-type: none"> <li>- Experience of leading services through regulatory change, mobilisation, or turnaround</li> </ul> |
| <b>Other Specific Requirements</b>  | <p>Good knowledge of business software i.e. Microsoft Office/365 (Excel, Word, PowerPoint, Outlook, Sharepoint, OneDrive) and the ability to use in-house systems.</p> <p>Committed to equal opportunities and diversity.</p> <p>Willingness and ability to travel extensively across the Division, sometimes at short notice.</p>   |  |