

Job Profile

Job Title	Registered Manager (CQC)		
Job Reference No.	HOMEJD523	Date of issue:	April 2026

The job in a **nutshell...**

This role is accountable for the safe, effective and well-led delivery of a CQC registered service. It holds overall responsibility for quality, compliance, outcomes and performance across the service, including people, budgets and risk. The role ensures customers receive person-centred support that meets regulatory standards, while colleagues are well led, supported and clear about expectations. It balances operational delivery with governance, assurance and continuous improvement.

What **success** will look like...

The service consistently meets CQC requirements because governance, oversight and assurance are strong and reliable. Quality checks, audits and reviews are built into everyday practice, not treated as separate tasks. Risks are understood, controlled and reviewed, and regulatory feedback is acted on promptly. External inspections and internal audits demonstrate that standards are met and sustained, with clear evidence of learning and improvement.

Customers are safe because safeguarding arrangements are clear, embedded and understood by everyone. Concerns are identified early, escalated appropriately and followed through to resolution. Records are accurate and timely, and statutory duties are met without gaps. The service operates in line with safeguarding legislation and local multi-agency arrangements, giving confidence to customers, families and partners.

People receive support that is personal, outcome focused and based on good assessment and review. Support plans reflect individual needs, strengths and risks, and are kept up to date. Reviews lead to real changes where needed. Evidence shows that customers are supported to maintain independence, dignity and choice, and that outcomes improve or are sustained over time.

Colleagues know what good looks like because expectations are clear and consistently applied. Recruitment, induction and training ensure the right people are in place, with the right skills, at the right time. Supervision and performance conversations happen regularly and lead to action. Staffing levels are safe, compliant and planned in line with service need and regulatory requirements.

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The service runs within agreed budgets because resources are planned and controlled effectively. Financial information is understood and used to inform decisions. Pressures are identified early and managed without compromising quality or safety. Commissioners and internal stakeholders have confidence in the service's financial stewardship and value for money.

Relationships with commissioners, regulators and partners are constructive and professional. Information is shared accurately and on time. Contractual and reporting requirements are met, and service performance is clearly evidenced. The service is seen as reliable, transparent and responsive, even when challenges arise.

A positive culture is visible across the service because leadership is consistent and grounded. Colleagues feel supported, challenged and listened to. Practice reflects Home Group values, with openness, respect and accountability evident in day to day decisions. Issues are addressed early and fairly, preventing drift and maintaining trust.

The service improves over time because learning is actively encouraged and acted on. Feedback from customers, colleagues and audits leads to meaningful change. Good practice is shared and embedded. The service remains resilient and adaptable, even as needs, expectations or regulatory frameworks evolve.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We get where our customers are in their lives • Listening to customers to understand their needs • Recognising that each customer is different and adopts a flexible, personal approach • Advocate for our customers regardless of who they are • Understand how your role makes a difference to our customers	CQC registered leadership • Experience of holding accountability within a CQC registered service • Strong understanding of CQC regulations and Fundamental Standards • Evidence of maintaining compliance through inspections and audits
We unleash the potential of others • Supports others to be the best they can be. • Actively listens to understand others strengths, development areas and interests. • Provides praise and feedback which helps others to develop.	Medication and health support • Level 5 qualification in Health and Social Care or equivalent experience • Experience supporting people with complex needs, including learning disability and mental health • Sound knowledge of safeguarding legislation and safe practice

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We get where our customers are in their lives • Advocates for our customers regardless of who they are. • Understands how your role makes a difference to our customers. • Recognises each customer is different and adopts a flexible, personal approach.	Service, people and resource management • Experience of leading and developing teams in regulated care settings • Ability to manage service performance, quality, risk and staffing together • Experience of managing budgets and understanding contract or commissioning requirements
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience of working with commissioners and partner agencies across health and social care Confidence using performance, finance or care management systems Experience responding to audits, inspections or service reviews Involvement in service improvement or change activity Understanding of housing-related support or accommodation-based services
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We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way. Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours. Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group. Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	Yes	Budget value up to £	Enter value
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Manages People	Yes	# of direct reports circa	Enter value
Travel	Frequent	Driving Essential	Yes
DBS	Enhanced with barring		

