

Job Description – Local Area Manager

Reporting to:	Assistant Director for Adult Services
Responsible for:	Team Managers across an agreed local area; other staff as allocated
Salary:	£46,000 per annum
Hours of work:	37.5 hours per week, flexibility and participation in on-call arrangements as required
Location:	Based predominantly within services across the allocated local area

Job summary

The Local Area Manager provides visible, accountable leadership for a defined group of geographically connected services, ensuring people supported receive safe, person-centred, consistent and high-quality support. The postholder leads and develops Team Managers, strengthens professional practice, manages performance and resources, and builds confidence with people supported, families, staff, commissioners and partners.

The Local Area Manager will normally be the Care Quality Commission (CQC) Registered Manager for the relevant regulated services, subject to the registration arrangements and CQC approval. The role brings day-to-day operational responsibility and regulatory accountability together, within LDN London's organisation-wide standards, governance and independent quality assurance arrangements.

Key responsibilities

Leading Team Managers

- Provide visible leadership across the local area, spending substantial time in services, observing practice and engaging directly with people supported and staff.
- Translate LDN London's strategy, values and quality expectations into consistent practice and measurable improvement across allocated services.

- Lead Team Managers, setting clear objectives, reviewing performance, coaching and intervening promptly where improvement is required.
- Provide accurate, timely information and professional challenge to the Assistant Director; escalate significant risks, serious incidents, persistent underperformance and matters requiring senior decisions.
- Work constructively with central teams and other Local Area Managers, sharing expertise, capacity and learning rather than developing separate local standards.

Quality, safeguarding and regulatory accountability

- Take ownership of the quality, safety and experience of support across the local area, including outcomes, rights, choice, inclusion and the voices of people supported.
- Where appointed, discharge the responsibilities of a CQC Registered Manager and ensure compliance with applicable regulations, registration conditions and notification requirements.
- Ensure safeguarding concerns are recognised, reported, acted on and escalated appropriately; promote professional curiosity, openness and learning.
- Use direct observation, feedback, incidents, complaints, audits and performance information to identify emerging concerns, test whether improvements are effective and prevent recurrence.
- Ensure support plans, risk assessments, medication arrangements, health and safety, and positive behaviour support reflect individual needs and organisational requirements.
- Lead local responses to inspections, commissioner concerns and quality improvement actions, ensuring that improvements are sustained and independently tested where appropriate.

Workforce leadership, learning and competency

- Ensure workforce planning, deployment and recruitment reflect the needs, complexity and changing circumstances of people supported.
- Hold Team Managers accountable for effective induction, supervision, appraisal, performance management and staff wellbeing.
- Work with Learning and Development to identify required skills and specialist competencies, and ensure learning is translated into safe, effective practice through observation and supervision.
- Develop a respectful, inclusive and accountable culture in which staff raise concerns, receive feedback and understand expected professional standards.
- Undertake employee relations and capability matters in partnership with the People team, following agreed policies and delegated authority.
- Where agreed, formally supervise sessional staff working across services in the local area, while maintaining clear day-to-day direction and communication with Team Managers.

Operational performance, resources and risk

- Oversee safe staffing, service delivery, continuity arrangements and timely responses to changing needs, within agreed commissioned support and budgets.
- Manage local-area resources, staffing costs and financial performance within delegated authority; identify pressures early and take proportionate corrective action.
- Maintain oversight of significant incidents, complaints, safeguarding, health and safety, and business continuity risks, ensuring appropriate reporting and action.
- Use organisational digital records and assurance information to support decision-making, reduce duplication and identify trends, while checking that recorded information reflects actual practice.
- Support safe service mobilisation, transitions, contract changes and service development, working with senior leaders and relevant departments.

Relationships, partnerships and development

- Build trusted relationships with people supported, families, advocates and representatives, responding constructively to feedback and concerns.
- Maintain effective working relationships with commissioners, social workers, health professionals, housing partners, regulators and other agencies.
- Represent LDN London professionally in reviews, multi-agency meetings and external discussions, escalating contractual or strategic matters appropriately.
- Contribute to service improvement, innovation, growth and development opportunities consistent with LDN London's purpose and agreed strategy.

Organisational responsibilities

- Act in accordance with LDN London's values, safeguarding duties, equality and inclusion commitments, confidentiality requirements and policies.
- Participate in management meetings, supervision, appraisal, learning and organisational improvement activities.
- Provide appropriate management cover and contribute to emergency on-call arrangements as agreed, including escalation and crisis response.

This job description sets out the principal responsibilities of the post and may be reviewed in line with organisational needs. The postholder will work within delegated authority, agreed budgets and LDN London policies and procedures, and undertake other duties appropriate to the seniority of the role.

Selection criteria

Qualifications

Essential: Relevant management qualification or equivalent substantial leadership experience in adult social care or learning disability services.

Desirable: Level 5 leadership/management qualification or equivalent; relevant professional qualification.

Experience

Essential: Significant experience leading and improving regulated adult social care or learning disability services, including line management of managers.

Essential: Demonstrable experience of safeguarding, quality improvement, workforce performance, risk management and partnership working.

Essential: Experience managing budgets, staffing resources and complex service delivery.

Desirable: Previous experience as a CQC Registered Manager.

Desirable: Experience of service mobilisation, development, growth or change, and contributing to senior leadership discussions.

Knowledge

Understanding of CQC regulatory requirements, safeguarding, the Mental Capacity Act, person-centred support, health and safety and relevant adult social care legislation.

Understanding of workforce competency, reflective practice, positive behaviour support and the needs of people with learning disabilities and complex support needs.

Understanding of commissioning, financial stewardship, organisational risk and quality assurance

Skills and behaviours

Visible, values-led leadership and the ability to coach, challenge and hold managers accountable.

Sound professional judgement, curiosity and confidence to escalate concerns and make proportionate decisions.

Ability to analyse information, identify patterns, prioritise risks and sustain improvement.

Clear communication, partnership building, inclusive practice and constructive management of difficult conversations.

Strong organisation, digital literacy, report writing and financial awareness.

Role requirements

Ability to travel regularly between services across the allocated local area.

Ability to work flexibly in response to service needs and participate in agreed on-call arrangements.

Appointment as a CQC Registered Manager where required is subject to suitability, relevant checks and CQC approval.