

Deputy Manager Recruitment Pack

We are hiring
Join our team!



About Us

We're Supportability

Since 1953 we have been supporting children, young people and adults with a wide range of complex learning and physical disabilities. Our aim is to enable those with a learning and physical disability to live a fulfilled and independent life.

How do we help?

Put simply – we 'Support'.

We're passionate about providing quality support services that enable those with complex learning and physical disabilities to access and use their inherent capabilities. Supportability enables those with a learning and physical disability to enjoy and take part in everyday life experiences.



Our Vision

Where people with a learning and/or physical disability are present and active participants in their local community and have the opportunity to live fulfilled lives.

Our Mission

To stand alongside the people we support, providing them with the skills, opportunities and confidence to participate as they would choose in the life of their communities.

Our Values



OPPORTUNITY

Where people thrive through choice.



INCLUSIVE

Respecting and championing our differences.




CARING

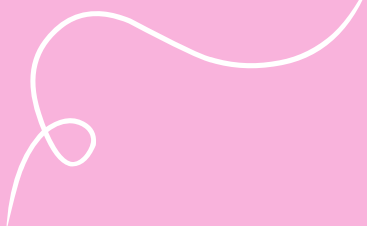
Caring for each other in a way that we would wish to be cared for.



WELLBEING



Creating meaningful relationships and having good support networks.



At Supportability we believe diversity is essential to our continued success. Embracing different perspectives, backgrounds and experiences fosters creativity and collaboration.

In addition to this, our values are not just principles, they are our foundation and drive how we work together and serve the people we support.

By staying true to our values, we will ensure consistency, integrity and a shared sense of purpose across all levels across our organisation.

Our Services

Cheddle Residential Lodge

Purpose-built residential homes
Specialised care for live-in residents with varying complex needs

ADULT SERVICES

Day Opportunities - Shared Support

Learning new skills
Sharing hobbies and interests
Creative expression through activities, promoting mental wellbeing
Builds friendships and teamwork

Day Opportunities - 1:1 Support

1:1 community support
Fosters independence in daily activities
Creative activities that support mental wellbeing
Builds friendships and teamwork

Community Leisure Groups

Outdoor activity and community involvement
Group choice-led activities that encourage decision-making and responsibility
Socialise and have fun with friends

SUPPORTABILITY SERVICES

Your vision, our support.

WHEELERS ACCESSIBLE CYCLING

Open to all and fully accessible
Safe and fun sessions that keep participants fit and active
Enjoyment, time outdoors and a sense of achievement
Empowers and builds confidence

CHILDREN & YOUNG PEOPLE SERVICES

Saturday Children's Group - Hub Based (ages 4-17)

Safe & sensory play that encourage creativity
Connecting with and forming life-long friendships
Supports individual goals and abilities

Saturday Young Adults Group (ages 18-25)

Saturday Youth Group (ages 11-18)

Fun exploration with friends
Days out that encourage exploration and trying new things
Builds confidence and social skills

Cheddle Lodge

Residential care at Cheddle Lodge, a purpose-built home located close to Cheddle town centre. We can accommodate up to 13 residents aged 18 plus.



Community Leisure Groups and Wheelers

Our daytime, Saturday and evening leisure groups offer a wide range of both outdoor and indoor activities in Stockport and the surrounding areas, providing opportunities to socialise, keep active and have fun.



Day Opportunities

We offer activities at our day centre in Heaton Moor to adults who have multiple disabilities and complex needs. Activities include accessible yoga, computers and IT, cookery, crafts, dance, days out, music, relaxation, sports, Wheelers accessible cycling and more.



At Supportability, we take a person-centred approach, with activities adapted to each individual's interests, abilities and goals.



Our Benefits

Annual Leave

There is a basic entitlement for all staff of 30 days annual leave (210 hours) per annum for full time employees inclusive of bank holidays (pro rata for part time employees based on the number of contracted hours worked). This entitlement increases with length of service.

Company Sick Pay

Depending on your length of service, you may be entitled to company sick pay. This also includes any entitlement to statutory sick pay (SSP).

Employee Assistance Programme

Access to a 24/7 helpline to talk to someone about a range of issues including family, bereavement, trauma, relationships, mental health, personal legal information, tax information, money management and more.

GP Anytime

As part of our partnership with Health Shield, you can speak to a GP face-to-face on the go. Appointments are accessible on your mobile, tablet or laptop and you can have your prescription delivered straight to your home address.

Health Cash Plan

You can claim back payments on certain health treatments as part of our partnership with Health Shield. This includes dental (including emergencies), optical, chiropody, podiatry, physiotherapy and more.

Maternity and Paternity package

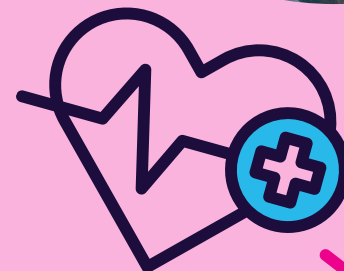
We offer 12 weeks at 50% of salary, inclusive of statutory maternity pay. We offer two weeks paid paternity leave.

Pension scheme

Employees will be automatically enrolled into a scheme provided by Now Pensions in their third month of employment if they meet the eligibility criteria.

Proud Supporters of the Good Employment Charter

Being a supporter of the Charter demonstrates our commitment to making a difference to our employees' lives by elevating employment standards.



Supportability Rewards Programme



Supportability have a number of ways in which celebrate hard work, dedication and mark the incredible impact that our staff make every day.

Our rewards programme brings together a variety of ways to say thank you, including:

- Opportunity to win extra annual leave and other prizes through our “Living our Values” raffle.
- Family gift hampers.
- Take part in our “Warm Thank You” initiative to keep the kindness going.



And other incentives too!

Further information is available upon commencement of employment.



Deputy Manager Role Description

Hours

X hours

Salary

Points 30-32: £31,431.40 - 33,233.20 FTE per annum, plus on call allowance. (Pay review pending April 2026)

Reporting to

Registered Manager

Main purpose

The Deputy Manager plays a key role in strengthening leadership across the service by embedding consistent, effective operational oversight alongside the Team Leaders. The role ensures day-to-day operational matters are managed confidently at the appropriate level, supporting a stable, responsive and high-quality service.

Working closely with the Registered Manager, the Deputy Manager helps build leadership capacity across the service, ensuring Team Leaders are empowered and supported to fulfil their roles effectively. This strengthened structure enables clearer decision-making, improved visibility of leadership and greater consistency in service delivery.

The Deputy Manager operates within an agreed level of delegated authority, where the Registered Manager retains overall oversight, regulatory accountability and final decision-making responsibility, ensuring clear governance and a strong line of accountability remain in place.

When required, the Deputy Manager may assume delegated operational responsibilities in the absence of the Registered Manager to maintain continuity and ensure senior management remain appropriately informed.

The role also provides opportunities to develop wider leadership capability, through close working with the Registered Manager and involvement in governance, quality improvement, service development and stakeholder engagement. This developmental emphasis supports the organisation's longer term approach to building leadership resilience and succession planning within the service.

Deputy Manager

Our Values

The Deputy Manager must uphold and actively promote Supportability's values throughout all aspects of the role. These values shape how we work, how we lead, and how we support residents and staff:

Opportunity

Creating an environment where people thrive through choice, independence and encouragement.

Inclusive

Respecting and championing differences, ensuring everyone is empowered, valued and heard.

Caring

Demonstrating kindness, compassion and empathy — caring for others in the way we would want for ourselves.

Wellbeing

Building meaningful relationships, fostering strong support networks, and promoting emotional and physical wellbeing.

These values underpin every area of the Deputy Manager role, influencing decision making, leadership behaviours, staff support and the quality of resident experience.



Deputy Manager

Leadership & Management

Deputises for the Registered Manager, providing clear operational leadership and direction for the service in their absence.

Strengthens leadership capacity by providing visible, supportive leadership to Team Leaders and fostering a positive, values driven culture where staff feel empowered, recognised and encouraged to engage in reflective practice and continuous improvement.

Identifies staff with talent or leadership potential and supports their development through structured coaching and progression opportunities.

Models high standards of practice, behaviour and professional conduct, promoting a culture of accountability and excellence.

Leads on recruitment, induction, supervision and performance management to ensure a skilled, capable and motivated workforce.

Undertakes delegated operational responsibilities as agreed with the Registered Manager to support effective day-to-day service management.

Ensures strong, consistent communication across the service by maintaining clear information flow between the Registered Manager, Team Leaders and wider staff team.

Care

Maintains a strong and visible presence within the service, role modelling high quality support, engaging directly with residents and championing excellent standards of person centred care.

Oversees and quality assures all care plans and risk assessments to ensure they are accurate, up to date and responsive to individual needs.

Ensures consistency, quality and compliance across PBS plans, complex behaviour support plans and all clinical documentation, working closely with relevant professionals as needed.

Leads medication audits, supports safe medication practices and signs off staff competency assessments to maintain high standards of safety and governance.

Drives person centred, safe and effective care planning across the service, ensuring a proactive, rights based and enabling approach to support.

Deputy Manager

Operations / Administration

Supports the Registered Manager with the day to day operational running of the service, ensuring consistent and effective delivery.

Deputises for the Registered Manager when required, taking operational charge to maintain safe, smooth and responsive service operations.

Escalates significant operational, safeguarding or workforce related risks promptly to the Registered Manager to ensure oversight and timely decision making.

Oversees staff rotas, ensuring safe staffing levels at all times, including the effective use and oversight of agency staff when needed.

Leads core health and safety processes, including environmental checks, fire safety, infection prevention and control, and risk mitigation measures.

Manages emergencies and critical incidents, providing calm leadership and ensuring continuity of care and service provision.

Maintains high standards of documentation, ensuring all records are accurate, up to date and fully compliant with regulatory and organisational requirements.

External Working

Acts as one of the senior points of contact for local authorities, CQC, MDTs, and other health and social care professionals, representing the service with professionalism and clarity.

Represents the service in external meetings, reviews and case conferences, ensuring accurate information is shared and the best interests of residents are prioritised.

Builds and maintains positive, professional relationships with families, carers and external agencies, promoting open communication, trust and collaborative working.

On Call Duties

Participate in the on call rota to provide management support outside normal hours and be prepared to undertake shifts where required.

Deputy Manager

Career Development & Growth

The Deputy Manager role offers significant strategic exposure, working closely with the Registered Manager and senior leaders across Supportability. The postholder will be supported to develop broader organisational insight, including governance, quality improvement, service development and stakeholder engagement.

The role forms part of a leadership pathway.

You will receive:

- Structured career development planning.
- Opportunities to lead on cross service projects.
- Exposure to strategic decision-making and organisational priorities.

This role is designed to build capability, confidence and readiness for more senior leadership positions within the organisation.

Performance Measures - Success in this role will be demonstrated through:

Leadership Impact

Evidence of strengthened leadership capacity across the service, with Team Leaders confidently and consistently fulfilling their roles.

Operational Excellence

Safe, smooth day today operations with clear escalation processes, effective rota management and consistent maintenance of safe staffing levels.

Quality of Care

High-quality, person-centred care demonstrated through positive resident outcomes, strong engagement and adherence to support plans.

Regulatory Compliance

Positive CQC feedback, strong internal audit outcomes and timely completion of Quality Improvement Plans under the oversight of the Registered Manager.

Safeguarding Standards

Effective safeguarding practice, timely reporting, high-quality investigations and clear evidence of lessons learned embedded into service practice.

Documentation & Governance

Accurate, compliant and timely records, care plans, MARs and incident documentation meeting organisational and regulatory standards.

Team Development & Culture:

Improved staff capability, engagement and retention, with clear evidence of coaching, performance management and talent development.

External Relationships

Professional, positive relationships with families, MDTs, local authorities and regulators, reflected in feedback and collaborative working.

Improvement and Innovation

Proactive identification of improvement opportunities, with changes implemented that enhance safety, quality or efficiency.

Deputy Manager

Person Spec

Qualifications

Level 3 Health & Social Care (or equivalent) and willingness to work towards Level 5.

Desirable: Level 5 Leadership & Management; specialist LD/autism or PBS training.

Experience

- Experience in a senior role within adult social care.
- Leading teams, supervising staff and managing performance.
- Strong experience with care planning, risk assessments and safeguarding.
- Operational experience (rotas, incidents, day-to-day management).
- Desirable: Involvement in CQC inspections, quality assurance or safeguarding investigations.

Skills & Competencies

- Highly influential leadership style, able to motivate, shape culture, and bring people with them during change.
- Excellent communication skills, able to engage and influence at all levels, including families, professionals and staff teams.
- Organised, reliable and able to manage competing priorities.
- High attention to detail in documentation, medication and audit processes.
- Skilled in coaching, developing and improving practice across teams

Knowledge

- CQC Fundamental Standards and regulatory expectations.
- Safeguarding legislation and procedures.
- Person-centred practice, PBS and risk management.
- Health & safety, infection control and medication safety.

Values & Behaviours

Opportunity – Creates an environment where staff and residents can thrive; promotes choice, independence and confidence in others.

Inclusive – Champions equality and diversity; ensures everyone is respected, empowered and heard.

Caring – Demonstrates kindness, compassion and empathy; supports others in the way we would want for ourselves and our loved ones.

Wellbeing – Builds meaningful, positive relationships; supports emotional and physical wellbeing for residents and colleagues.



Our Commitment to you

We're committed to creating a genuinely inclusive workplace where everyone feels valued, respected, and able to thrive. Our recruitment process is designed to remove barriers and give every candidate a fair and positive experience. We welcome applications from people of all backgrounds and lived experiences, and we actively encourage candidates to let us know if they need any adjustments at any stage, we're intentional about building an environment where difference is recognised as a strength.

Our Commitment to Safeguarding

Supportability are committed to safeguarding and promoting the welfare of children, young people and adults at risk, and we expect all colleagues and volunteers to share this commitment. Where required, roles are recruited in line with safer recruitment principles to ensure we appoint people who are suitable, safe and aligned with our values. We will also carry out the appropriate level of DBS check (including barred list checks where applicable) in line with statutory guidance, and we will take a proactive stance in identifying and addressing any concerns at every stage. Please note that it is an offence to apply for a role if you are barred from engaging in regulated activity.



How to apply:



Please send your CV and covering letter demonstrating how you meet the requirements of the role to Shay Hussain, Recruitment and HR Administrator at hr@supportability.org.uk

Please note that successful appointments will be subject to a DBS check at the required level (including barred lists), if required; references that cover the past 5 years (further if previous job roles have involved working with vulnerable children and young people, and must also include your last employer), full career history, valid right to work in the UK and occupational health clearance.

If you require any reasonable adjustments for your application or interview, please contact hr@supportability.org.uk.



Supportability

Making life better for
people with disabilities



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hr@supportability.org.uk



www.supportability.org.uk



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SUPPORTER

