

Assistant Manager Daytime Opportunities 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

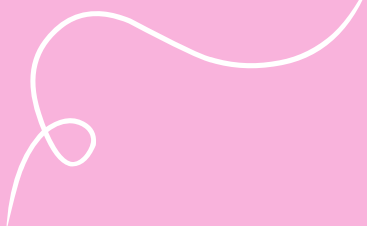
Caring for each other in a way that we would wish to be cared for.



WELLBEING



Creating meaningful relationships and having good support networks.



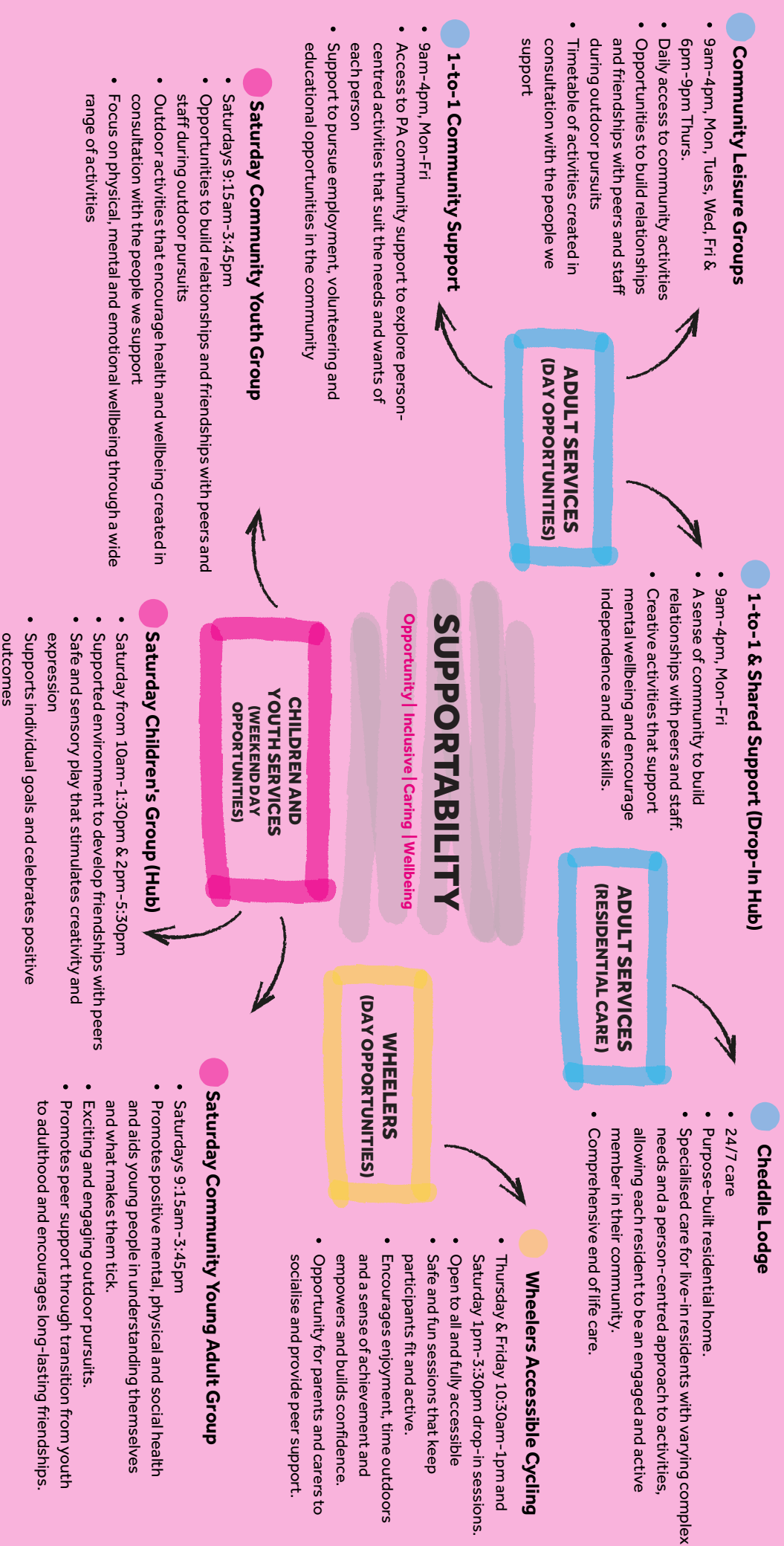
At Supportability we believe diversity is essential to our continued success. Embracing different perspectives, backgrounds and experiences fosters creativity and collaboration.

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.

With services offered across day, evening, and weekends, we support everyone to be independent, build friendships and develop new skills.

Our Services



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

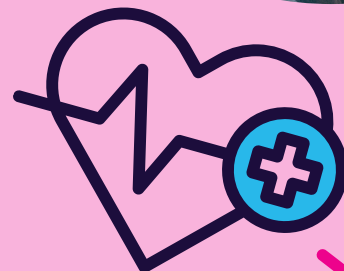
We offer 12 weeks at 50% of salary, inclusive of statutory maternity pay. We offer two weeks paid paternity leave.

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.



Assistant Manager Role Description

Reporting to: Head of Service

Main purpose

Granville house is a day centre dedicated to providing meaningful activities and social engagement to people who attend the service who have learning and complex disabilities. We offer a supportive environment that promotes dignity, independence and wellbeing.

The Assistant Manager plays a critical role in ensuring that the service is safe, effective, responsive, and person-centred. By supporting strong leadership, effective team development, and robust compliance, the postholder will contribute to delivering outstanding outcomes for individuals with complex needs.

You will work in partnership with the Service Manager to deliver and maintain a high-quality service that meets all compliance standards set by the local authority. The role involves close collaboration with the wider Management Team, including Practice Leads and fellow Assistant Managers, to ensure a consistent and high standard of service delivery across all areas.

Key Responsibilities

- Support the Service Manager in the day-to-day management and development of the service.
- Ensure the delivery of person-centred care that enhances individuals' quality of life and promotes independence.
- Work collaboratively with the wider management team to drive consistency, quality, and continuous improvement across the service.
- Support the development of a skilled and competent workforce, ensuring staff are appropriately trained and equipped to support individuals with complex physical and learning disabilities.
- Oversee and contribute to care planning, ensuring support provided is effective, appropriate, and outcome-focused.

Assistant Manager

Compliance and Governance

- Ensure the service operates in full compliance with all relevant legislation, regulatory standards, and external professional body requirements.
- Support the Service Manager in maintaining adherence to internal policies, procedures, and best practice standards.
- Monitor service delivery to ensure ongoing compliance with statutory, regulatory, and organisational requirements.
- Lead in audits, inspections, and quality assurance processes as required.

Stakeholder Engagement

- Act as a key point of contact for families, carers, and external professionals.
- Liaise effectively with statutory agencies, multidisciplinary teams, and other stakeholders to ensure coordinated and holistic support for individuals accessing the service.

Person-Centred Support Responsibilities

- Deliver high-quality, person-centred care that respects each individual's preferences, dignity, and rights.
- Promote independence, choice, and control by recognising individual strengths, encouraging personal development, and building self-esteem to maximise each person's potential.
- Support the prevention and proactive management of behaviours that may challenge, using Positive Behaviour Support (PBS) approaches and implementing agreed behaviour support plans.
- Undertake key worker responsibilities, including supporting individuals to attend appointments and review meetings, and accurately sharing outcomes with relevant stakeholders.
- Support individuals with mobility needs in line with their care plans and risk assessments, including:
 - Assisting with transfers using appropriate techniques and specialist equipment (e.g. hoists, overhead tracking systems)
 - Supporting wheelchair use
 - Arranging and accompanying individuals using appropriate transport
 - Undertaking escort duties where required
- Assist with domestic tasks, including laundry and maintaining a clean, safe, and comfortable environment.
- Support and accompany individuals on holidays or community activities as required by the service.
- Communicate effectively using each individual's preferred communication methods, ensuring all support is delivered in line with their personalised support plans.
- Monitor and report any changes in an individual's wellbeing promptly, contributing to the review and updating of risk assessments and care plans.
- Maintain clear, accurate, and timely records of daily activities, progress, and achievements.
- Promote emotional wellbeing by building positive, respectful, and professional relationships with individuals using the service.

Assistant Manager

Staff Management

- Support the recruitment, induction, and ongoing development of a values-driven workforce, ensuring all staff demonstrate the behaviours, attitudes, and skills required to deliver high-quality, person-centred care.
- Empower staff to take ownership of their roles by promoting accountability, encouraging initiative, and enabling informed decision-making within clear professional boundaries.
- Foster a positive, inclusive, and supportive team culture where staff feel valued, respected, and motivated to perform at their best.
- Champion staff wellbeing by actively promoting a healthy work-life balance, recognising stress factors, and providing appropriate support, guidance, and signposting where needed.
- Provide regular supervision, coaching, and constructive feedback to support professional development, reflective practice, and continuous improvement.
- Address performance concerns promptly and sensitively, using a supportive and solution-focused approach to drive improvement and maintain high standards.
- Promote and model expected behaviours in line with organisational values, ensuring these are consistently embedded in everyday practice and interactions with people supported, families, and colleagues.
- Support staff to effectively manage behaviours that challenge by ensuring they are trained, confident, and consistently applying Positive Behaviour Support (PBS) approaches and individual behaviour support plans.
- Encourage open communication, teamwork, and shared learning, creating opportunities for staff to contribute ideas and influence service development.
- Recognise and celebrate achievements and good practice, reinforcing a culture of appreciation and continuous development

On-Call Responsibilities

- Participate in the on-call rota, providing management support and guidance outside of normal working hours as required.

General

- Carry out any other tasks reasonably required by the organisation.
- Work flexibly, including evenings, weekends, waking nights and bank holidays when needed.
- Complete all mandatory training.
- Holders of an appropriate driving licence should be agreeable to drive Supportability vehicles.
- To promote and support awareness of equal opportunities and to ensure that bullying, harassment and intimidation are not tolerated.
- Promote equality, diversity and inclusion and understand that we are all different, and celebrate our diversity.
- Understand and adhere to Supportability's policies and procedures.

***Please note the job description is not exhaustive.**

Demonstrating Supportability's Values

Opportunity – where people thrive through choice

- Actively support individuals to make their own decisions.
- Encourage people to try new activities and build confidence.
- Communicate in a way that empowers, not directs.

Inclusive – respecting and championing our differences

- Show respect for each person's background, culture and identity.
- Adapt your communication and support approach based on individual needs.

Caring – caring for each other in a way we would wish to be cared for

- Treat residents, families and colleagues with kindness, empathy and dignity.
- Respond calmly, patiently and respectfully in all situations.

Wellbeing – creating meaningful relationships and good support networks

- Support people to maintain physical and emotional wellbeing.
- Promote positive routines, relationships and social connections.
- Encourage healthy choices and recognise when additional support is needed.

Performance measures

- As measured by external regulatory inspections, internal monitoring and routinely reported Key Performance Indicators.
- Quality of relationships with the people who use our services, families, staff and other professionals, measured by feedback, complaints and observation.
- Line Manager satisfaction with quality of work produced, competence level, all measured by feedback, performance appraisals, supervision and ongoing performance management.
- Quality assessment checks including internal and external audits and environmental walks of the department.
- Feedback from other professionals.
- Development of professional skills measured by enhanced competence and attainment of qualifications.
- Ongoing ability to fulfil the fitness and mobility requirements of the role.

Knowledge, skills and experience

- Considerable experience in Health and Social Care or Education within the field of learning disability (adults and children's).
- Experience working in a day provision setting (desirable)
- Considerable experience of managing staff including providing supervision and day to day monitoring.
- Level 3 qualification in Health and Social Care or equivalent. or willing to work towards.
- Possession of a current valid driving licence, to have access to a vehicle insured for business use and be willing to use it for business purposes (desirable).
- Experience of safeguarding processes relevant to the field of disability and responding to safeguarding alerts.
- Proven track record of managing and motivating staff teams and developing a culture promoting high quality service delivery and continuous service performance.
- Experience of managing the effective deployment of staff resources and conducting supervision meetings.
- Experience in the management of disciplinary / performance related matters. (desirable)
- An understanding of and experience of putting into practice, Person Centred Plans for people with disabilities and complex needs.
- Knowledge of person-centred active support and positive behaviour support.
- Experience of coaching/training others to develop their practice.
- Experience of contributing to the development and delivery of an annual budget.
- Understanding of regulatory framework for social care.
- In depth knowledge and understanding of the CQC regulatory / fundamental standards
- Working knowledge of Microsoft Office packages (Word, Excel and Outlook)
- Knowledge of appropriate legislation and regulatory quality assurance measures
- Knowledge of learning disability, physical and complex health needs and autism.
- Comfortable working with IT systems and the ability to learn new IT packages.



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), 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

