

Senior Manager, Day Opportunities

Main Purpose

You will be responsible for the day-to-day operation, leadership and development of our Day Opportunities Service for adults with mild to moderate learning disabilities and associated needs, ensuring the continued delivery of high quality, client focused support and positive outcome for people who use our service.

As a member of the Senior Management Team, you will also contribute to the overall leadership and smooth running of the organisation, working collaboratively across departments and deputising for other senior managers where required.

Responsible to the CEO

Responsible for the day-to-day management of the organisation's Day Opportunities service, ensuring it meets the needs and individual goals of all clients. This includes delegating duties to a Deputy Manager as required.

The Main Tasks for the Role are defined in terms of leadership, management and delivery.

Leadership

- Lead London Ability's Day Opportunities service, representing London Ability and the views of clients at senior level when working with partners, stakeholders, and statutory and voluntary organisations.
- Lead impact measurement for Day Opportunities, engaging with clients, parents and carers, stakeholders, and the London Ability team. Ensure Day Opportunities clients have a voice in all aspects of the service and are appropriately represented.
- Contribute to the overall management and development of the organisation, identifying gaps in provision and developing plans consistent with its stated aims and objectives.
- Lead health and safety matters within the department and contribute to the organisation's overall health and safety management. Ensure up-to-date risk assessments are in place for all activities and each client.
- Promote and model the organisation's values, lead by example, and ensure the health, safety and welfare of clients and staff are always prioritised.
- Plan and support staff development, succession planning, and individual improvement through supervision, development plans, and performance management.

- Maintain professional knowledge and curiosity, keeping up to date with local and national policy and its implications for people with learning disabilities.
- As a member of the organisation's senior leadership team, provide day-to-day operational leadership to ensure the smooth and effective running of the organisation.

Management

- Manage the service within available resources and budget, working closely with the Senior Manager for Finance and the CEO to ensure financial viability. Ensure income is managed in a timely manner.
- Maximise resources, prioritise effectively, and balance the needs of our clients against limited funds. Plan logistics to ensure clients are always appropriately supported.
- Develop service and business plans that reflect service priorities, maximising income through client attendance, enterprise sales, events, and fundraising activities.
- Ensure staff are trained, competent, qualified, and responsive, identifying core competencies and planning training within organisational needs and budgets.
- Encourage the staff team to adopt flexible approaches that support, nurture, and promote progression and achievement.
- Work with SMT colleagues to ensure business continuity.
- Provide guidance to line managers within the team and across the wider organisation and carry out HR functions as necessary.
- Lead workforce planning, recruitment, and staff selection, liaising with SMT and HR to ensure policies and procedures are followed.

Delivery

- Be responsible for delivering a safe, high-quality service in line with the organisation's aims and objectives, meeting individual needs, commissioner expectations, and current best practice. Ensure that all clients have a positive day.
- Be responsible for negotiating and agreeing appropriate care and support plans for Day Opportunities clients, including timely reviews. This will involve working with all stakeholders, social workers, clients, and their parents and carers.

- Establish a culture of wellbeing and safeguarding that promotes the welfare of all people who come to London Ability.
- Work with the communications team to deliver publicity materials, including images and good news stories.
- Ensure clear systems are in place for clients to provide feedback on their service, and that they have choice and control over activities.
- Ensure the service operates within contract and commissioning requirements, with full adherence to the standards expected of excellent day opportunities providers, while always striving for best practice.
- Keep all records in compliance with the organisation's data protocols and confidentiality procedures, and ensure all equipment and resources are kept secure. Oversee building and site safety and ensure security procedures are followed by all.
- Promote and safeguard the welfare of clients, ensuring this principle is embedded across the team and reflected in all professional practice, business processes, and communications, in compliance with the organisation's procedures and protocols.

The above list is not exhaustive, and you will be expected to undertake other duties as required by your role and in line with the overall objectives of the organisation.

**Person Specification
Senior Manager (Day Opportunities)**

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Excellent working knowledge and application of current legislation affecting day opportunities services, particularly in relation to learning disabilities. • Equality policy and its impact on service delivery • Safeguarding adults practice and policy. 	<ul style="list-style-type: none"> • Day opportunities service models and requirements
Capability	<ul style="list-style-type: none"> • Ability to lead services in line with organisational values and a person-centred approach. • Sound financial management and ability to work within an allocated budget for service delivery. • Ability to establish effective working relationships with clients, their parents/carers, relevant professionals, and stakeholders. • Ability to manage a range of staff and volunteers. 	
Skills	<ul style="list-style-type: none"> • Demonstrable skill in communicating effectively using a variety of methods. • Highly skilled and effective in managing complex and difficult situations relating to clients, parent/carers and staff. • Ability to successfully negotiate with professionals, and other stakeholders and maintain positive working relationships 	

Experience	<ul style="list-style-type: none"> • At least three years' experience of operational management of services for adults with learning disabilities • Experience of staff supervision, performance management, leadership, and management of operational teams 	<ul style="list-style-type: none"> • Experience of supporting people with learning disabilities and promoting positive behaviour in a not-for-profit organisation.
Education	<ul style="list-style-type: none"> • Qualifications, general literacy and numeracy appropriate to this post. 	
Personal skills and qualities	<ul style="list-style-type: none"> • Leads by example with a commitment to providing an excellent service to all clients. • Demonstrates a consistent understanding of each client's needs and individual strengths, delivering services with kindness and a positive, supportive approach. • Strong, adaptable and confident leader with a balanced fair approach • Remains calm under pressure and acts with professionalism at all times. 	