



Post: Registered Services Manager

Department: Housing and Support

Reports to: Head of Housing and Support

Working Hours: Part time (0.5 FTE)

Salary: Band Five – (£34,261 to £36,316)

Location: Bristol

About ACH:

Our vision is to empower refugees and migrants who reside in the UK to lead self-sufficient and ambitious lives.

ACH is a social enterprise comprised of a diverse group of strategists and researchers led by lived experience. We provide tailored integration services that not only help individuals, but also disrupt the systems that have entrenched inequalities in our society.

We have a track record of delivering effective support services that give refugees and migrants the tools they need to succeed. In 2021 alone, we have helped 1000+ people to achieve their personal goals and lead fulfilling lives in their new country. By working with us at ACH, you will be supporting refugees and migrants to build a better, brighter future.

Purpose of job

The postholder will lead in enabling ACH to successfully register and comply with new Ofsted regulations on supported accommodation for care-experienced young people. ACH work with Unaccompanied Asylum Seeking Children (UASC) arrivals who form part of this cohort.

This is a new post offering an exciting opportunity to shape and improve services, and place ACH in a strong, compliant state of readiness for Ofsted regulation and inspection, as this post-holder will be responsible for ensuring compliance and upholding quality standards across all ACH registered settings. How will also be responsible for managing a team of UASC Support and Integration Officers.

Key Responsibilities

Reporting directly to the Head of Housing and Support, the post holder will be expected to manage their own independent workload. The main responsibilities are outlined below:

Contribute towards achieving ACH's strategic objectives.

- You will build strong relationships; you communicate well, and you positively influence others through coaching.
- You take accountability for your work, and you have a creative approach to problem solving.
- You are super-organised and efficient, with great attention to detail and an ability to effectively audit, analyse, and identify improvements.
- You will effectively work in partnership with multiple, cross-sector agencies, including local authorities, regulatory bodies, and others.
- You are practised at leading and managing projects, sustainable change, and service improvements.
- Ofsted have a requirement that a Registered Service Manager must have experience of having worked for at least two years, within the five-year period before the day on which they apply to register, in a position relevant to the residential support of children or adults.

This list is not exclusive or exhaustive, you may be asked to carry out other duties deemed necessary by your line manager.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• At least two years relevant experience• Educated to degree level, or able to demonstrate equivalent experience	
Experience	<ul style="list-style-type: none">• Demonstrate expertise in managing delivery teams.	<ul style="list-style-type: none">• Experience of managing the delivery of local authority projects

	<ul style="list-style-type: none"> • Experience of monitoring and reporting on the progress of a range of different activities • Experience of managing providers falling under the scope of OFSTED 	<ul style="list-style-type: none"> • Experience of working in a diverse organisation • Experience of working with Unaccompanied Asylum Seeking Children (UASC) arrivals
Knowledge	<ul style="list-style-type: none"> • Good knowledge of reporting systems for local authorities • Good knowledge of Microsoft Office packages • Good knowledge of budgeting and financial processes 	<ul style="list-style-type: none"> • Knowledge and understanding of the issues facing refugees in the UK
Skills	<ul style="list-style-type: none"> • Excellent communication skills (written and spoken) • Ability to manage meetings and events • Work proactively with other departments within ACH / Himilo • Ability to create and review organisational wide policies. 	<ul style="list-style-type: none"> • Able to represent ACH with external stakeholders • Document and write reports as necessary
Personal Attributes	<ul style="list-style-type: none"> • Inclusive, collaborative, and approachable • Inspiring, motivating, and an articulate communicator • A 'can-do' and flexible approach with the ability to adapt to changing priorities and manage multiple workloads 	<ul style="list-style-type: none"> • Confidence in public speaking
Other		

How to apply:

To apply please complete our application form by clicking 'Apply. today' below. For an informal conversation or to find out more about ACH or the role, please don't hesitate to contact our People and Culture Manager, [Werner Lourens - werner.lourens@ach.org.uk](mailto:werner.lourens@ach.org.uk).