

## deputy service manager

Employment Type: **Permanent**  
Job Type: **Full-time**  
Location: **Derby (Various)**  
Reporting to: **Service Manager**

### about the role

Twyford Care Group is seeking a proactive and dedicated Deputy Service Manager to support the operational and quality performance of our supported living services across Derbyshire. This pivotal role works alongside the Service Manager to ensure the delivery of outstanding care, high standards of compliance, and effective team management. You will act as the key point of leadership in the absence of the Service Manager, promoting a culture of excellence, safety, and continuous improvement.



### requirements

- Proven leadership, communication, and team management skills.
- A genuine passion for making a meaningful impact in the lives of others.
- Flexibility to participate in the out-of-hours on-call rota as required.
- Full UK driving licence and access to a personal vehicle.
- The legal right to live and work in the UK.

### salary & benefits

- Competitive salary.
- Annual performance-based bonus scheme.
- Company pension contribution.
- Flexible working hours and family-friendly policies.
- Free enhanced DBS check.
- Comprehensive induction programme.
- Ongoing training, CPD, and genuine career development opportunities.
- Invitations to corporate events and internal recognition schemes.

**How to apply:** Please register your interest by emailing your CV to [humanresources@twyfordcaregroup.co.uk](mailto:humanresources@twyfordcaregroup.co.uk)

# key responsibilities

## operational support & service excellence

- Assist the Service Manager in the day-to-day operation of the service, assuming full responsibility in their absence.
- Ensure high standards of care delivery across all homes in line with regulatory requirements and internal quality benchmarks.
- Lead on service improvement initiatives and contribute to the development and implementation of remedial action plans.

## quality, compliance & regulation

- Adhere to and support continuous improvement of quality standards, with particular focus on CQC regulatory compliance.
- Conduct regular site visits to ensure the maintenance and presentation of facilities aligns with organisational standards.
- Monitor quality through internal auditing processes, ensuring all business, commercial and care objectives are met.

## people management & development

- Provide visible and effective leadership to staff teams, including direction, delegation, and performance monitoring.
- Collaborate with the recruitment team to ensure effective hiring, staff retention, and workforce development.
- Support with supervision, performance reviews, and identification of staff training needs.
- Promote a high-performance culture through motivational and inspirational leadership aligned with company values.

## stakeholder engagement

- Maintain and develop strong relationships with external professionals, families, and stakeholders using professionalism, diplomacy, and attention to detail.
- Respond to queries and concerns from stakeholders and colleagues in a timely and respectful manner.
- Represent the organisation positively and act as an ambassador for the company's vision and values.

## role-specific duties

- Oversee and manage incidents, including documentation, updates to risk assessments/support plans, debriefs, and communication with professionals.
- Manage staffing rota's and respond proactively to ad hoc changes, including agency bookings.
- Ensure effective medication management, including distribution to services and regular checks.
- Oversee Team Leader task assignment and follow-up.
- Monitor compliance with supervision and keyworker responsibilities, including scheduling appraisals.
- Prepare weekly reports containing high-level operational data for review by the Service Manager.
- Maintain high-quality digital care records and audits through our management software.
- Support in the development of complex support plans and risk assessments.
- Deliver high-quality inductions for new staff and conduct competency assessments where appropriate.
- Attend and minute professional meetings, following up on agreed actions.
- Conduct management-level audits, including reviewing Team Leader audit compliance.
- Respond to any reasonable managerial request within your knowledge and capabilities.



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 0333 358 6444  
 [admin@twyfordcaregroup.co.uk](mailto:admin@twyfordcaregroup.co.uk)

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