

Job Title:	Service Manager – Finding & Matching
Service:	Community Support Services
Salary:	£32-35 per annum (depending on experience)
Hours:	Full time, 37 per week (<i>including days, evenings, occasional sleep-ins, and some weekends and bank holidays</i>)
Reporting into:	Head of Community Support Services
Direct reports:	Support Workers, Deputy Manager

Job Purpose

To lead, manage and develop the Finding & Matching Service so that people with learning disabilities and/or Autism are supported to live fulfilling, independent lives in their communities. The postholder will ensure people are at the centre of decision-making, services meet CQC and best practice standards, and staff are empowered to deliver high-quality, person-centred support.

Centre 404 believes there is a strong opportunity for growth in this sector, and underpins our requirement for a commercially aware individual with sector knowledge and business development acumen.

Key Responsibilities

Service Delivery and Outcomes

- Deliver high-quality, person-centred support in line with people's individual and cultural preferences, that promotes independence, informed choice, skills development, and participation in the community.
- Ensure each person's support aligns with their care plan and service agreement.
- Support people through key life transitions, including moving into new homes and setting up essential arrangements such as rent and benefits.
- Foster positive relationships, enabling people to develop friendships and connections.

Leadership and Management

- Lead, motivate, and support staff to deliver consistently excellent services, embedding values of dignity, respect, and inclusion.
- Oversee recruitment, induction, supervision, and professional development for the team.
- Manage rotas, payroll, and staff deployment to ensure effective cover and value for money.
- Promote a culture of continuous learning, safeguarding, and reflective practice.

Quality, Compliance and Safeguarding

- Ensure services consistently meet CQC and statutory requirements, preparing for and responding to inspections.
- Maintain and develop accurate monitoring, reporting, and communication systems.
- Champion safeguarding, health and safety, and equality across the service.

Service Development and Growth

- Lead on the strategic development and growth of the Finding & Matching service, meeting growth targets to ensure service viability.

- Build strong partnerships with families, local authorities, housing providers, and other stakeholders.
- Identify and respond to new referrals and opportunities for service development.
- Contribute to departmental planning, innovation, and financial sustainability.

Financial and Resource Management

- Manage budgets effectively, ensuring services operate within financial limits.
- Monitor resources, equipment, and premises to ensure safe, effective delivery.

On-Call and Wider Contribution

- Participate in the Independent Living and Specialist Services on-call rota.
- Contribute to the wider development of Centre 404, sharing expertise and supporting cross-service initiatives.

Person Specification

(E) Essential criteria (D) Desirable criteria

Physical Requirements	Willing and able to offer physical support to service users	E
	Flexible and able to attend to work commitments that take place in the evenings and at weekends (for which time off in lieu can be taken)	E
Knowledge & Understanding	Understanding of what makes a quality support service for people with learning disabilities and/or Autism, including Social Role Valorisation, Person-Centred Values and self-directed support values	E
	Understanding of and sensitivity to the discrimination experienced by members of vulnerable and/or minority groups	E
	Understanding of self-directed support and personal budgets	E
	Understanding of the principles of Positive Behaviour Support	D
	Knowledge and awareness of relevant legislation, current and forthcoming issues relating to services for people with learning disabilities	E
	Understanding of welfare benefits process	D
	Excellent understanding communication, be able to engage effectively with external agencies from local authorities, corporates, staff or people we support	E
Experience	1+ years of management experience	E
	2+ years of experience working with people with learning disabilities and/or Autism; including people with high and complex needs and additional physical disabilities	E
	Ability to lead presentations, workshops, engagement events that look to increase our presence in the local workspace	E
	Experience of working with people from varied social and cultural backgrounds	D
Skills & Values	Strong interpersonal skills, able to communicate and collaborate effectively with a range of people	E

	Sufficient numeracy skills to confidently manage a budget	E
	Able to work on own initiative, proactively resolving issues	E
	IT proficient, with the ability to confidently use a range of computer software (i.e., Office and others), or willing to develop IT skills for the purposes of the role)	E
	Ability to adapt and respond positively to a dynamic work environment and to manage change effectively	E
	Ability to organise own and others' workloads effectively	E
	Strong self-reflective skills, able to take learning from situations	E
	Able to maintain professional boundaries and handle confidential information appropriately	E
	Committed to concepts of equal opportunity, diversity and inclusion	E
	Committed to enabling choice, independence and wellbeing of people with learning disabilities and/or Autism	E

Centre 404 is committed to safeguarding and promoting the welfare of vulnerable individuals, and we are looking to recruit people who share these values.

Mission, Beliefs and Values

Centre 404 is working towards a world where people with learning disabilities and their families have the support they need to flourish and enjoy the same rights, freedom, responsibilities, choices and quality of life as people within the wider community.



Centre 404's **Beliefs** and **Values** are deeply rooted in the way that we work and will continue to underpin the future direction of the charity.