

Area Manager Role Profile

About you

You'll have:

- The ability to embrace new challenges, learn quickly, and take accountability for your actions, while working independently and as part of a team
- A flexible approach, adapting to situations by effectively managing both lone working and team collaboration
- Agile thinking and find innovative ways for service delivery
- A willingness to take on and achieve day-to-day tasks and challenges, demonstrating initiative and accountability
- The ability to make informed decisions by evaluating situations and data
- The capability to handle sensitive information confidentially and communicate appropriately
- The capability to build and maintain multi-agency relationships where required
- High motivation, drive, and determination to achieve goals
- Strong interpersonal and communication skills
- A willingness to learn and develop new skills related to operational management and the specific needs of the area you are overseeing
- Confidence in robustly managing performance and having difficult conversations where performance and behaviours fall short of Anchor values and expectations
- Be a role model for the Code of Conduct

Qualifications:

- Educated to A level standard, with the willingness to achieve formal qualifications if required to do so
- Current full driving licence and use of a car for business purposes. Alternatively, the post-holder must demonstrate that they are able to travel around their area in a reasonable timeframe using another mode of transport
- You will undertake intensive and regular training to support your ability to manage operations and colleagues in your area effectively
- You'll be expected to attend external meetings and training events

About the role

Why we need an Area Manager:

The Area Manager plays a key role in ensuring that operational services across a designated geographic area are delivered to a high standard. You'll be responsible for leading, managing, and supporting a team of colleagues to deliver operational excellence. You'll oversee a variety of services, ensure high standards of safety, and develop strong relationships with internal and external stakeholders. Reporting to the Operations Manager, you'll help shape the area's operational strategy while maintaining a focus on meeting the needs of residents and achieving performance targets.

Key Responsibilities:

Operational Oversight: Manage daily operations, ensuring efficient service delivery and compliance with policies. Monitor performance to meet objectives.

Team Leadership & Development: Lead and motivate a team, providing guidance, feedback, and coaching to foster a high-performance culture.

Customer Service Excellence: Maintain high customer service standards and build strong relationships with residents and external partners to resolve issues and enhance satisfaction.

Safety & Risk Management: Conduct regular safety checks and respond to emergencies promptly to mitigate risks.

Budget & Resource Management: Oversee the budget, manage resources effectively, and ensure financial targets are met.

Stakeholder Relationship Management: Build and maintain relationships with contractors, local authorities, and community organisations to ensure effective service delivery.

Performance Monitoring & Reporting: Track KPIs, report on performance to the Operations Manager, and address any challenges.

Complaint Resolution & Dispute Management: Resolve complaints and disputes fairly and professionally, ensuring timely and transparent resolutions.

Contract Management: Oversee, where applicable, contracts such as catering, cleaning, and on-site care/support funding, ensuring compliance with terms and alignment with residents' wellbeing needs

What will success look like in the role?

- A well-managed and effective service, meeting the needs of residents and stakeholders.
- Strong resident engagement, with services that promote independent living and enhance community wellbeing.
- A safe and hazard-free environment for all colleagues and residents.
- Effective budget management, with services delivered within financial targets.
- Strong working relationships with contractors, external organisations, and key stakeholders.
- A motivated, skilled, supportive, and high-performing team who's performance is aligned to the Housing Plan
- Strong evidence of effective collaboration with other agencies, particularly local authority referral panels where applicable

Skills and experience

You'll be:

- Able to adapt and communicate effectively with a variety of audiences, both internal and external.
- Proficient in using Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, Teams) and have a strong willingness to learn and use other systems that support service delivery.
- Highly organised with excellent time-management and prioritisation skills.
- Experienced in managing emergency situations professionally and calmly.
- Able to communicate technical or complex information in a clear and concise manner.
- Experienced at building professional, trust-based relationships with residents, colleagues, and external partners.
- Detail-oriented, ensuring that issues are identified and resolved before they escalate.

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Professional

Understands role purpose and boundaries, maintains skills through relevant qualifications and personal development. Has commercial acumen and learns from others. Agile thinker. Confident in having difficult conversations. Accountable for teams performance.

High performing

Under effective leadership, focuses on accountability, improved performance and excellence in service delivery. Working at pace and to a high standard every time.

Change enabling

Embraces change, new ways of working and new technology. Looks for ways of bringing new methods and practices to benefit customers through innovation and collaboration.

Customer centric

Always puts them first. Designs, develops and delivers services by fully understanding current and future customer need.