



Job Description and Person Specification

Role: Senior Manager – Adult Services – The Hamlet Centre Trust

Purpose of the Role

The Senior Manager is part of the Senior Leadership Team. They play a vital role shaping service direction, driving continuous improvement, and ensuring that The Hamlet meets all regulatory, contractual, and quality standards.

The Senior Manager supports with strategic direction, operational management, and strong leadership to ensure the delivery of safe, high-quality, person-centred services for adults with learning disabilities. They drive innovation, collaboration, and continuous improvement, so that services remain responsive and inclusive. Guided by The Hamlet values, the Senior Manager works with Service Managers to enable individuals to achieve meaningful outcomes, promote independence, develop new skills and participate fully in their community.

The Senior Manager builds strong partnerships with Hamlet Users, their representative's, commissioners, and external agencies.

Responsible to: Chief Executive Officer (CEO)

Management Direct Reports: Day Services Manager (Ella Road), Day Services Manager (Marion Road), Out of Hours Manager.

Location: This role is primarily based at our Ella Road and Marion Road centres, with the option of working from home up to 2 days per week, subject to operational requirements. The Hamlet is committed to supporting flexible working, where possible.

Working Hours: This role is based on a 36-hour working week, typically worked across Monday to Friday. Flexibility and a willingness to work outside standard hours are essential to attend meetings, events, and operational needs, including covering the Out of Hours Manager role when required.

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The Hamlet Centre Trust is a charity and a company limited by guarantee, registered in England and Wales.
Company No: 2518973 Charity No: 1000653 Registered Office: The Hamlet Charity, Johnson Place, Norwich, NR2 1SJ



Key Responsibilities

Strategic and Operational Management

- Oversee the day-to-day operations of adult services, ensuring delivery that is safe, effective, and centred around the needs and preferences of individuals.
- Ensure full compliance with all relevant legislation and regulatory requirements, including safeguarding, health and safety, data protection, and quality standards.
- Work closely with the Quality Assurance Manager to develop, implement, and maintain robust policies, procedures, and quality assurance frameworks.
- Work closely with the finance team to manage all financial activity across the service, including budgeting, resource allocation, payroll, and financial processes.
- Identify future funding needs and collaborate with the CEO to secure income through contracts, service level agreements, and grant opportunities.
- Prepare and present timely, comprehensive reports for the CEO, Board of Trustees, and Commissioners.
- Collaborate with Service Managers to communicate The Hamlets priorities and support the delivery of strategic plans and long-term direction.
- Work closely with Human Resources on recruitment, absence management, disciplinary processes, and performance matters in line with The Hamlet's policies and procedures.
- Ensure that records are appropriately maintained and securely stored in accordance with data protection legislation.

Leadership

- Contribute actively as a member of the Senior Leadership Team (SLT), supporting organisational strategy and decision-making.
- Guide, supervise, and appraise Service Managers, ensuring high-quality leadership and consistent performance across all services.
- Oversee supervision and annual appraisal systems to ensure all staff and volunteers consistently meet best practice, care and support standards, in line with the requirements of statutory bodies and the Hamlet Charity.
- Lead the development and continuous improvement of services, activities, and community partnerships that expand opportunities and engagement for Hamlet Users.
- Provide strong, visible leadership to staff teams, fostering a culture grounded in respect, accountability, learning, and continuous improvement.

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- Work collaboratively with the Training Team and Service Managers to identify emerging training needs and support ongoing development for staff and volunteers.
- Lead team meetings and facilitate reflective practice to support service quality and learning opportunities.
- Monitor sector trends, legislative changes, and best practice to ensure services remain progressive, compliant, and responsive to changing needs and development.

Service Delivery

- Ensure all Hamlet Users receive safe, high-quality, person-centred support that promotes choice, independence, wellbeing, and meaningful engagement.
- Lead on safeguarding and complaints processes, ensuring all concerns are addressed promptly, proportionately, and in line with The Hamlet policies and statutory requirements.
- Promote the active involvement of Hamlet Users and their representatives in planning, reviewing, and shaping their support and opportunities.
- Review referrals and assess service capacity to ensure that needs can be met safely, effectively, and in accordance with The Hamlet criteria.

Partnership and Stakeholder Engagement

- Build and maintain strong, positive relationships with families, carers, commissioners, local authorities, health professionals, and wider community partners.
- Represent the organisation at external meetings, forums, and events, ensuring a professional and influential presence.
- Promote The Hamlet's values, achievements, and impact to stakeholders and the broader community, strengthening The Hamlet's reputation.
- Support the CEO in identifying and developing funding opportunities, tenders, and partnership initiatives that contribute to long-term sustainability and growth.

Person Specification

Education and Qualifications

Essential:

- Related degree-level education or equivalent vocational qualification in Health and Social Care, Education or other relevant field or willingness to work towards one.
- A high level of both written and oral English and mathematics.
- Ability to travel to our services and to external meetings as required.

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Desirable:

- Relevant leadership or management qualification.

Personnal Attributes

- Commitment to The Hamlet's mission, values, and inclusive ethos.
- A positive and professional approach to work.
- Integrity, resilience, proactive and able to work under pressure.
- Collaborative empathetic and people-focused leadership style.
- Self-motivated, enthusiastic and creative attitude.
- Ability to work independently, as well as with a team.

Knowledge and Experience

- At least 3 years proven experience in staff management / leadership
- Knowledge and experience of effective financial planning, management and reporting.
- Background in service delivery for adults or children with disabilities or in support related fields.
- Knowledge and understanding of disability and complex needs.
- An understanding of the barriers facing families with children/ adults with disabilities and the impact of disability on family life.
- An understanding and working knowledge of policy and current legislation and other government initiatives, within disability and complex needs.
- Robust knowledge of safeguarding for vulnerable adults.
- Familiarity with GDPR and data protection legislation.

Skills and Attributes

- Strategic thinking with the ability to develop services and new initiatives.
- Aptitude for managing complex situations and solving problems effectively.
- Proficiency in building partnerships and networking with external agencies.
- Excellent planning and report writing skills.
- Inspirational leadership and team building skills.
- Excellent communication and interpersonal skills.
- Good IT skills – ability to use excel, word and databases
- A positive and professional approach.
- Willingness and ability to undertake advanced training to meet organisational need.

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