

Job Profile

Job Title	Senior Client Services Manager		
Job Reference No.	HOMEJD061	Date of issue:	April 2026

The job in a **nutshell...**

Leading several customer facing services across your patch, you hold accountability for service quality, safeguarding, compliance and performance, often across complex or high intervention services. You support and coach Service Managers so customers receive safe, person-centred support that meets contract and regulatory requirements. You balance people leadership, service assurance and financial control to keep services stable, compliant and aligned to our Customer Promise.

What **success** will look like...

Services across your patch run well day to day because there is clear leadership and oversight in place. Quality standards are understood and applied consistently, and issues are picked up early. Services feel stable, safe and well run, giving confidence to customers, colleagues and partners.

Customers receive safe, person-centred support that reflects their needs and goals. Support plans and risk assessments are clear, up to date and used in practice. Customers feel listened to and involved, and feedback shows they trust the service and the people who support them.

Service Managers and frontline teams feel supported and confident in their roles. Expectations are clear and performance conversations happen regularly. Strengths are built on, issues are addressed early and your management team continue to grow in capability, leading to more consistent leadership across services.

Safeguarding works well because responsibilities are clear and taken seriously. Concerns are recognised quickly and managed in line with policy and statutory guidance. Teams understand their role in keeping people safe, and strong links are in place with local safeguarding partners.

Registered services remain compliant because regulatory requirements are part of everyday practice. Audits, checks and inspections are well managed, with clear evidence available. Action plans are followed through, and services are always inspection ready.

Resources and budgets are well planned around customer need and contract requirements. Services operate within agreed budgets, and financial risks are understood and managed early. Decisions support long term service stability without compromising quality or safety.

Performance is visible and understood because the right information is in place. Key measures such as quality, safeguarding, arrears and move on are monitored and used to improve services. Reporting is clear and timely, giving reassurance to senior leaders and commissioners.

Services are well represented because relationships with stakeholders are strong. Contract requirements are understood and met, and performance can be clearly evidenced. Services are spoken about positively, based on the difference they make to customers' lives.

The on-call rota is reliably covered because you take part alongside the wider team and respond appropriately to incidents and escalations.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are organisers and drivers • Deliver your objectives at the right pace (but don't 'fall over') • Use performance information to drive improvements in service to customers • Have the confidence to challenge performance or behaviours not in line with our values	Leading services and managers • Experience leading multiple customer-facing services or teams across a defined geographical area • Experience supporting, coaching and performance managing managers through regular, structured conversations • Clear accountability for service quality, performance and delivery outcomes
We unleash the potential of others • Give others the confidence to want to try something new • Provide praise and feedback which helps others to develop • Support others to be the best they can be	Safeguarding and risk management • Experience delivering to support to people in a housing or care environment • Experience acting as, or supporting, a Designated Person for Safeguarding • Experience managing safeguarding concerns for adults at risk and children who come into contact with services
We get where customers are in their lives • Advocate for our customers regardless of who they are	Service quality and compliance • Experience delivering services in line with contractual, policy and

• Understand how your role makes a difference to our customers • Walk in our customers shoes	• Experience quality assuring practice through audits, reviews and service checks • Knowledge of service governance, assurance processes and continuous improvement
We know how the world works and our place in it • Understand our current challenges and ask, "what does this mean for me and those I work with" • Take responsibility for making sure your knowledge is up to date; read and listen to updates about our sector and internal communications • We work in partnership with our customers to shape future services, amplifying their voices	Financial and performance oversight • Experience managing budgets and monitoring financial performance within services • Experience owning and monitoring KPIs to support service performance and assurance • Experience producing clear reports for senior leaders, commissioners or external partners

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

• Experience supporting services working with customers who have complex needs or require higher levels of intervention • Experience supporting service development or improvement activity • Confidence using digital systems and dashboards to monitor quality, performance and assurance • Experience working across large or dispersed geographical areas • Experience responding to service incidents, escalations or out-of-hours issues
--

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way. Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours. Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.
--

OFFICIAL

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	Yes	Enter value	
Manages People	Yes	Enter value	
Travel	Frequent	Driving Essential	Yes
DBS	Enhanced with barring		

