

# Guide to Roles & Responsibilities

## Registered Service Manager

This resource has been prepared and produced by the National Children's Bureau, the provider of the Department for Education funded Sector Awareness and Provider Preparedness programme, based on the information published directly by [Department of Education](#) and [Ofsted](#). It is highly recommended that you refer to The Department of Education and Ofsted's most up-to-date guidance to support the application and registration process.

# Registered Service Manager

## For all providers

### Introduction

This guide is about the Registered Service Manager. Each supported accommodation service, whether you are an individual provider, partnership, or organisation, must have one Registered Service Manager.

The Registered Service Manager will be responsible for the running of the service and accountable for all elements of service delivery, across the premises and categories of supported accommodation provided.

### Who appoints the Registered Service Manager?

A Registered Service Manager must be appointed by the Registered Provider.

The Registered Provider must ensure that the Registered Service Manager has the appropriate skills and experience to manage the supported accommodation undertaking effectively and complies with the relevant fitness requirements in the Regulations.

### How many Registered Service Managers should be appointed?

Each registered supported accommodation service must have one Registered Service Manager. There may be no more than one full-time equivalent Registered Service Manager for the service at any one time, but this can include a job-sharing arrangement.

If the Registered Provider runs a service of two or more categories of supported accommodation, the Registered Service Manager, whether a single individual or in a job share, must be equipped with the skills and experience to run both/all categories.

### What is the Registered Service Manager responsible for?

The Registered Service Manager will manage all the supported accommodation provider's individual settings and ensure that the service complies with the Regulations.

The role of the Registered Service Manager might differ depending on the size and nature of the supported accommodation undertaking.

For example, in the case of a small provider, with one setting, they might have hands-on day-to-day involvement with the service. In a larger organisation, the Registered Service Manager may conduct their role with the support of a management team overseeing multiple premises.

Whatever the size of the operation, the Registered Service Manager needs to have effective oversight and there needs to be an appropriate management and organisational structure.

The Registered Service Manager will also play a key role in enabling the registered person to fulfil some of the quality standards.

## **What are the requirements for this role?**

The Registered Service Manager must understand effective practice in responding to the needs of looked after children and care leavers aged 16 and 17, as well as local authority statutory duties and how supported accommodation settings are required to support them.

In the Registered Service Manager interview, they must demonstrate that:

- they have the skills, knowledge and ability to represent the service in a way that promotes both good practice and continuous improvement,
- they have the business and management skills to supervise the management of the service efficiently and effectively if this is within your role or job description,
- they, or another person in the organisation, have the necessary financial skills and expertise to run the service on a sound financial basis, including ensuring its long-term financial viability.

The Registered Service Manager must:

- be of integrity and good character,
- have the appropriate skills to manage the supported accommodation undertaking effectively.
- have the appropriate experience, which must include, within a period of five years before the day on which the application to register is received by Ofsted,
- have worked for a period of at least two years in a position relevant to the residential support of children or adults,
- be mentally and physically fit to manage the supported accommodation undertaking,

The Registered Service Manager must be able to produce:

- Proof of identity, including a recent photograph.
- A valid Enhanced with children's barred list(s) DBS check.

- Two written references, including a reference from their most recent employer.
- If they have previously worked in a position involving work with children or vulnerable adults, verification of the reason why the employment ended.
- Documentary evidence of any qualifications which the person considers relevant for the position for which they are applying to register.
- A full employment history, together with a satisfactory explanation of any gaps in employment, in writing