

Guide to Roles & Responsibilities

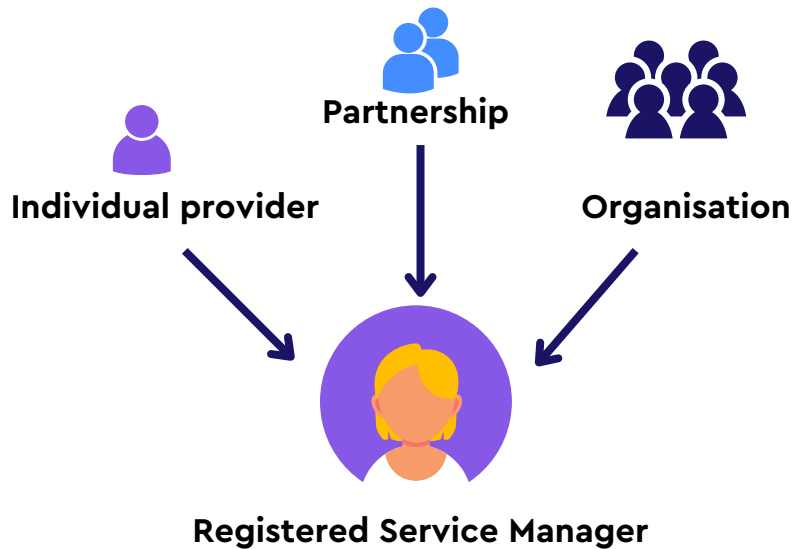
Registered Service Manager

This resource has been prepared and produced by the National Children's Bureau, 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 your application and registration process.

Registered Service Manager

For all providers

Individual providers, partnerships and organisations must have **one** Registered Service Manager- but **this can be a job share.**



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.

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?



Registered Provider

(The Registered Provider can be an individual, partnership or an organisation.)

Appoints



**Registered Service
Manager**

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.



Small providers

Registered Service Managers at smaller providers may have hands-on day-to-day involvement with the service



Large organisations

Registered Service Managers in a larger organisation may conduct their role with the support of a management team overseeing multiple premises

What are the requirements for this role?

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



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 have the skills, knowledge and ability to represent the service in a way that promotes both good practice and continuous improvement.

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 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

Have the appropriate skills to manage the supported accommodation undertaking effectively

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.



A full employment history, together with a satisfactory explanation of any gaps in employment, in writing.



Documentary evidence of any qualifications which the person considers relevant for the position for which they are applying to register.



If they have previously worked in a position involving work with children or vulnerable adults, verification of the reason why the employment ended.

