

Role Details

Job Title:	Duty Manager	Reporting to:	Head of Care Service
Grade & Salary Range:	£45,048 - £50,151 (depending on experience and qualifications)	Hours:	37.5 hours per week
Work Location:	St Mary's Kenmure		

Role Purpose

The Duty Manager is responsible for the safe and effective day-to-day operation of the secure care services. This includes providing leadership, ensuring compliance with organisational policies and national legislation, and promoting a trauma-informed approach to care. The role supports young people and staff to achieve their potential while upholding the highest standards of safety, wellbeing, and rights.

Role Accountabilities & Key Activities

Operational Leadership

- Maintain a visible and supportive leadership presence across the campus.
- Ensure smooth daily operations, including mobility, visits, and transitions, while responding promptly and compassionately to any signs of distress or safety concerns.

Quality & Compliance

- Safeguard the wellbeing of children and staff by upholding Health and Social Care Standards, The Promise, and Secure Care Pathways and Standards.
- Ensure all practice aligns with organisational policies and legislative requirements, embedding trauma-informed principles throughout.

Staff Development

- Supervise, support, and coordinate staff teams, fostering reflective practice and continuous learning.
- Promote resilience and emotional awareness within the team through coaching and mentoring.

Resource Management

- Plan and coordinate meaningful activities during evenings, weekends, and holidays that enhance connection and belonging for young people.
- Manage rotas and absences to maintain stability and continuity of care.

Communication & Reporting

- Liaise effectively with colleagues to ensure collaborative decision-making.
- Maintain accurate operational records and reporting systems that reflect both compliance and the narrative of care.

Culture & Ethos

- Promote organisational values and create a safe, nurturing environment where young people feel respected and empowered.
- Champion a culture of compassion, trust, and collaboration, ensuring practice aligns with national best practice guidance, including The Promise and Secure Care Pathway and Standards.

Economic Conditions

Salary	£45,048 - £50,151 (depending on experience and qualifications)
Annual Leave	Starting – 20 days plus 12 public holidays After 5 full years' service – 25 days plus 12 public holidays After 10 full years' service – 28 days plus 12 public holidays Pro rata for part time staff
Hours of Work	37.5 hours per week on a shift rotation across 24 hours
Probationary Period	All appointments are subject to a 6 month probationary period
Sick Pay	As set down in your terms and conditions of employment
Pension	You are automatically enrolled with Strathclyde Pension Fund

Context

Location:	In line with the contractual terms for St Mary's Kenmure employees: • Normal work base will be St Mary's Kenmure							
Terms & Conditions Applicable to the Role:	General	x						
	SNCT							
	Other							
Role Status:	Permanent	x						
	Temporary							
	Sessional							
Working Hours: (per week)	35 hours							
	37.5 hours	x						
	Other (please specify)							
Work Pattern:		Mon	Tues	Wed	Thurs	Fri	Sat	Sun
	Start Time							
	Finish Time							
	Unpaid Break							
	Total Daily Hours							
Shift Pattern:		Mon	Tues	Wed	Thurs	Fri	Sat	Sun
	Days to be worked							
	No of hours to be worked per day							
	Over how many weeks							
	Other relevant information:	24 hours shift rotation including weekend/bank holiday working						
Requirement to work out with normal work/shift pattern:	Yes	x						
	If 'yes' please give details	As required to meet the needs of the service						
	No							
On Call	Yes							
	If Yes, describe frequency							

	No	x
Flexible Working Hours Scheme:	Yes	x
	No	
Disclosure:	Not Applicable	
	Standard	
	PVG - Children	x
	Other (please specify)	
Criminal Convictions:		

Key Relationships

The Duty Manager will;

- Share accountability with all other managers to ensure the smooth operational running of St Mary's Kenmure
- Work collaboratively with all stakeholders to support day to day running of the service
- Have key relationships with children and young people, internal and external colleagues, agencies and families
- Contribute to multiagency working as required

This Role Profile is to provide a clear and concise statement of the main tasks and activities of the post, it is not intended to be an exhaustive list of every aspect of the post holder's duties St Mary's Kenmure reserves the right to change or modify your job description as and when required

Personal Specification – Duty Manager

Personal Specification	Essential (must have)	Desirable (would like to have)
KNOWLEDGE	- Strong understanding of trauma-informed care principles and their application in secure settings. - Knowledge of child development, attachment theory, and the impact of adversity. - Awareness of safeguarding legislation, health and safety requirements, and relevant national guidance. - Understanding of policies and procedures required within a child care setting including The Promise, Secure Care Pathways and Standards and Care Inspectorate Secure Care Quality illustrations - Understanding of the Code of Practice for Employers and Employees as published by the SSSC - Experience of developing and managing strategies to advance the skills and competence of staff	Knowledge and understanding of General Data Protection Regulations.
SKILLS	- Leadership & Decision-Making: Ability to maintain a strong management presence, lead teams effectively, and make sound decisions under pressure. - Trauma-Informed Practice: Skilled in responding to distress and complex behaviors with empathy, curiosity, and non-punitive approaches. - Risk Assessment & Crisis Management: Competence in managing incidents, assessing risk, and ensuring safety for young people and staff. - Reflective Practice & Coaching: Capacity to mentor staff, promote reflective practice, and support continuous professional development. - Operational Oversight: Skilled in ensuring smooth campus operations. - Financial & Resource Management: Ability to manage budgets and physical resources responsibly. - Relationship Building: Promote positive relationships and a nurturing environment for young people and staff.	
EXPERIENCE (Occupational – Minimum Experience)	- Leadership in Residential Care: Proven experience in managing or supervising staff within a secure care or residential child care setting. - Operational Management: Skilled in coordinating daily operations, including mobility, visits, transitions, and incident response. - Trauma-Informed Practice: Demonstrated ability to apply trauma-informed approaches when supporting young people and staff. - Risk & Care Planning: Experience in developing and implementing care and risk management strategies in collaboration with multidisciplinary teams. - Crisis Management: Ability to lead and support staff during incidents, ensuring safety and emotional regulation. - Resource & Rota Management: Competence in planning activities, managing rotas, and ensuring adequate staffing cover. - Communication & Reporting: Strong skills in maintaining accurate operational records and liaising with senior managers and external agencies.	Relevant work experience within Social Care sector. Experience of managing teams. Experience in building effective teams.
EDUCATION/ TRAINING (Educational – Minimum Qualifications)	- SVQ Social Services (Children and Young People) – SCQF Level 7 or equivalent (SVQ3) - HNC (preferably in Social Care) - Commitment to and ability to work towards a qualification at degree level and SVQ4 Social Services (Children and Young	SVQ4 Social Services (Children and Young People) Qualified to degree level or equivalent.

	People) • SSSC Registration (without conditions)	
PROFESSIONAL QUALITIES	Leadership and Decision-Making • Demonstrates a visible, confident, and well-informed approach to leadership, instilling trust and setting clear expectations for others. • Maintains composure and makes decisive choices under pressure, particularly during incidents or crises. • Skilled at navigating complex situations, always prioritising the safety and wellbeing of all involved. Trauma-Informed Practice • Employs empathy and emotional intelligence to interpret and respond appropriately to distressed behaviours. • Committed to fostering a nurturing environment where trust, dignity, and empowerment are of utmost importance. Communication and Collaboration • Communicates clearly, concisely, and professionally with staff, young people, and external agencies. • Possesses strong interpersonal skills to build positive relationships and resolve conflict in a constructive manner. Reflective and Developmental Approach • Dedicated to continuous improvement through regular reflective practice, always seeking to enhance personal and professional development. Values and Ethics • Consistently advocates for children's rights and upholds the highest standards of professional integrity.	
PERSONAL QUALITIES	• Empathy and Emotional Intelligence: Ability to interpret and respond appropriately to a range of emotions and behaviours, supporting young people with compassion and understanding. • Resilience and Calm Under Pressure: Capacity to remain composed and make sound decisions during incidents or crises, ensuring safety and stability. • Strong Leadership Presence: Visible, confident leadership that inspires trust and promotes best practice across teams. • Reflective and Trauma-Informed Approach: Commitment to reflective practice and embedding trauma-informed principles in all interactions. • Excellent Communication Skills: Clear, respectful communication with young people, staff, families, and external agencies. • Integrity and Professionalism: Upholding organisational values, safeguarding responsibilities, and ethical standards at all times. • Adaptability and Problem-Solving: Ability to manage complex situations, competing priorities, and dynamic environments effectively. • Collaborative Mindset: Skilled at building positive relationships and working in partnership with colleagues and multi-agency teams. • Commitment to Continuous Improvement: Passion for learning, coaching, and developing others to enhance quality of care. • Advocacy for Children's Rights: Strong belief in promoting and protecting the rights and voices of young people in line with The Promise and Secure Care Pathway and Standards.	
DRIVING LICENCE	Full driving licence required	