

## Registered Manager

### Further particulars

Fairfield Residential Home is an independent charity providing care and assistance to elderly residents in a unique and supportive environment. Founded in 1947, it has a long-standing reputation for delivering excellent standards of care. Initially established in a large Victorian house at 115 Banbury Road, Oxford, it is now housed in a bright and airy purpose-built facility, completed in 2018. This provides 38 ensuite bedrooms, some of which are suitable for couples, with good quality communal facilities including a large lounge, a dining room, a fully equipped activities suite, a social hub with IT facilities and a wellness and beauty room. In addition, there is a separate 2-bedroom cottage currently providing assisted living for one resident. The home is set in an attractively landscaped garden with an orchard.

Fairfield is a company limited by guarantee (company number 5639165) and a registered charity (charity number 1114653). It is governed by a Board of Trustees and is regulated by the Care Quality Commission (CQC). It was rated Good by the last CQC inspection report dated March 2018. It currently employs around 50 staff.

### **At Fairfield our vision is of an exceptionally happy home where residents enjoy a fulfilling later life.**

To achieve this, our mission is to provide outstanding individually tailored support in a home filled with kindness and compassion.

Fairfield is particularly noted for the love and affection its staff have for its residents and maintaining and enhancing this ethos is a key consideration when recruiting new team members. We also understand the value of our staff in making Fairfield the special home that it is and aim to enable everyone in the team to benefit from developing their skills and progressing in their careers to realise their individual ambitions. Our success in working towards this was acknowledged in May 2025 with the award of Oxfordshire Apprenticeship Employer of the Year < 250 employees and in October 2025 with Highly Commended in the SME Apprenticeship Employer of the Year category at the National Apprenticeship and Skills Awards for the South East Region.

Employee benefits for Fairfield staff include:

- competitive rates of pay;
- Standard Life auto-enrolment pension scheme;
- free meals while on shift;
- free parking while on shift subject to availability;
- free training with in-house support and mentoring;
- free uniforms (or £150 annual clothing allowance for Social Wellbeing and Maintenance);
- free access to an employee assistance programme with a range of services including shopping discounts, financial and legal advice, counselling and a health and wellbeing smartphone app;
- a joining bonus of £250 payable on successful completion of probationary period.

We are currently seeking a Registered Manager to join the senior team and help to lead the staff in continuing to provide excellent care and working towards achieving an outstanding CQC rating.

### Application Process

To apply, please email your CV, covering letter and completed [application form](#) to [recruitment@fairfieldhome.co.uk](mailto:recruitment@fairfieldhome.co.uk) The closing date for applications is Monday 6<sup>th</sup> July 2026 at 12.00 midday, but early application is advised as we reserve the right to close applications and appoint before this date for the right candidate.

All candidates must have the right to live and work in the UK and will be required to provide evidence of this in line with government guidance <https://www.gov.uk/prove-right-to-work>.

*Agencies: Please note, Fairfield does not accept unsolicited CVs from any agencies. We only accept CVs from agencies that have been appointed and briefed on the position currently advertised.*

## JOB DESCRIPTION

JOB TITLE	Registered Manager
REPORTING TO	The Chief Executive Officer (CEO)
DIRECT REPORTS	Deputy Manager, Training Manager, Assistant Manager, Head of Housekeeping
SALARY	£64,000 to £72,000
HOURS	37.5 hours excluding breaks - 5 days per week
JOB PURPOSE	To maintain an approach to the role that creates an open, positive and inclusive atmosphere and demonstrate strong positive ideas about the service through professional practice and the rights of individuals, particularly privacy, dignity, independence, choice and self-fulfilment. Adhere to and exceed the requirements of the Health and Social Care Act 2008 and the Care Act 2014 supported by all other legislation for the service. Additional responsibility for management of household aspects of running the home including catering.

### Introduction

This Job Description is intended to provide a clear framework for the job holder to guide them in the requirements of the job. It indicates only the main responsibilities and competencies of the post.

It is not intended to be an exhaustive list of tasks, procedures and policies. It is the job holder’s responsibility to ensure that they are familiar with all procedures and policies relevant to the job.

## Overview of Main Responsibilities (What the job involves)

<p><b>Clinical Responsibility</b></p>	<p>Direct the performance and delivery of care at Fairfield and in particular to:-</p> <ul style="list-style-type: none"> <li>➤ Take the lead in, and be accountable for, the development of clinical practice in Fairfield.</li> <li>➤ Maintain excellent relationships with external professionals including GPs, pharmacists, district nurses etc. to ensure optimal support for the wellbeing and safety of Fairfield’s residents.</li> <li>➤ Monitor and guide the overall standard and quality of care at Fairfield in accordance with best practice and CQC guidance and drive Fairfield towards achieving an "Outstanding" status.</li> <li>➤ Act as the manager of Fairfield’s Quality Assurance processes to enable monitoring and improvement of standards.</li> <li>➤ Following internal and external audit, to draw up action plans with the appropriate Heads of Department, ensure that plans are reviewed by the appropriate member of the Senior Leadership Team and that actions are implemented.</li> <li>➤ Maintain good working knowledge of current legislation, advice and guidance on care related matters and ensure that clinical policies, audit tools and all relevant documents supporting care are monitored and amended accordingly to assist in the delivery of excellent standards of care.</li> <li>➤ Produce reports as required for and attend Meetings of the Board of Trustees on all matters relating to care and clinical practice.</li> <li>➤ To maintain policies and procedures relating to the ordering, receipt, recording, storage, handling administration and disposal of medicines, and make sure that all staff are aware of and adhere to such policies.</li> <li>➤ To make sure that residents rights are respected at all times.</li> <li>➤ To make sure that residents are safeguarded from all categories of abuse.</li> </ul>
<p><b>Operational Responsibility</b></p>	<ul style="list-style-type: none"> <li>➤ To produce and make available to all residents a Statement of Purpose as described by the Care Quality Commission as a minimum standard.</li> <li>➤ To develop and manage Fairfield’s marketing strategy with the support of the CEO and in line with Fairfield’s strategic plan and annual budgets.</li> </ul>

- To manage admissions, communicate with potential residents and carry out assessments in line with agreed procedures, ensuring that all bookings are correctly notified to the administration team and accurately recorded to enable accurate and timely billing.
- To ensure that residents are assessed prior to admission and that for emergency admissions as much information as possible is gathered before admission and that all remaining elements of admission process are completed within 48 hours of admission.
- To have final responsibility for clinical aspects of the decision to admit and discharge residents.
- To make sure that Fairfield's admissions procedure is followed in full on all occasions.
- To demonstrate the home's capacity to meet the assessed needs of all residents admitted to the home.
- To be responsible for Health and Safety on a day to day basis by making sure the safety of the residents, team and all visitors to the home is maintained in line with current Health and Safety legislation and Fairfield's policies and procedures and that appropriate equipment is in place, properly maintained and fit for purpose.
- To ensure that the complaints procedure is adhered to at all times, and that all complaints are dealt with promptly making sure that the resident and the complainant are kept fully abreast of progress during the complaints process, and made aware of the steps that will be taken if the complaint is substantiated to prevent the reason for the complaint recurring in future.
- To ensure that when appropriate a complaint, whether substantiated or not, is used as a learning tool for the team.
- To ensure that the home complies with all statutory requirements in relation to care and health and safety and that all appropriate notifications are made to external bodies including CQC, Safeguarding, and the Health and Safety Executive and that the home complies with its statutory duty of candour to residents and family members if a negative incident occurs.
- To ensure staffing levels and skill mix in the care team are consistent with resident needs and the home's occupancy level (to include checking and authorising care and housekeeping rotas) and that all members of the care team have a full induction, training and development programme including statutory and mandatory training.

	<ul style="list-style-type: none"> <li>➤ To make sure that human resource, administrative and financial policies and procedures are followed at all times.</li> <li>➤ Assist the CEO with the development of strategic and operational plans and annual budgets with particular focus on care, marketing and management of household arrangements.</li> <li>➤ To manage the care and wellbeing of residents in line with Fairfield’s strategic plan and annual budgets and as directed by the CEO.</li> <li>➤ To manage household aspects of running the home including catering, cleaning, laundry, waste disposal and furnishings in line with Fairfield’s strategic plan and annual budgets and as directed by the CEO.</li> <li>➤ To attend Board of Trustees meetings, Senior Leadership Team meetings and Operations Group meetings and assist the CEO in the preparation of papers as appropriate.</li> <li>➤ To spend sufficient time in the communal areas, outside spaces and residents’ rooms to monitor care, behaviour, cleanliness, maintenance and any other matters contributing to the wellbeing and comfort of residents and visitors and the general reputation of the home and make sure action is taken promptly when required.</li> </ul>
<p><b>Team Leadership</b></p>	<ul style="list-style-type: none"> <li>➤ To work as part of the Senior Leadership Team to develop and disseminate Fairfield’s vision, mission and strategy amongst the team to promote high levels of aspiration and a forward-looking approach.</li> <li>➤ Work as part of the Senior Leadership Team to build a strong team environment and a positive approach among the Operations Group and the wider team, providing opportunities for personal and team development.</li> <li>➤ To chair regular meetings of heads of departments, making sure that agendas and minutes are produced and saved appropriately and points arising are appropriately disseminated in order to facilitate communication across the home.</li> <li>➤ Line manage the Deputy Manager, Training Manager, Assistant Manager and Head of Housekeeping including annual appraisal and supervisions in line with agreed procedure, supporting them to deliver a high standard of care to all residents and to maintain the levels of service outlined in Fairfield’s policies and as required to enable the highest standards of safety and quality in the home.</li> <li>➤ With support from the CEO, manage the contractual relationship with the external catering company and manage the day-to-day relationship, ensuring excellent standards and good communication with Fairfield residents and staff.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Maintain and develop an approach to supported self-evaluation as a strategy for quality improvement throughout the care and household staff.</li> </ul>
<b>Professional Responsibility</b>	<ul style="list-style-type: none"> <li>➤ Act as an ambassador for Fairfield both externally and with internal stakeholders, providing a positive image of the organisation, consistent with Fairfield's ethos and purpose.</li> <li>➤ Ensure that all reports, letters and other written material for which you and your team are responsible and are produced for residents, Trustees, other stakeholders, display in the home or for external use or publication are accurate and well presented to a high standard.</li> <li>➤ Under the leadership of the CEO, achieve a good understanding of the finances of Fairfield and support the CEO in ensuring that the implications of any financial or commercial recommendations or decisions are fully understood and prioritised.</li> <li>➤ Ensure that all financial commitments and other decisions are made in line with agreed processes and protocols.</li> <li>➤ Maintain and develop professional skills and knowledge and remain receptive to the changing needs of the service.</li> <li>➤ To undertake any duties not covered in this document but falling within the general scope of the role.</li> </ul>

The RM will undertake such other duties as the CEO will from time to time determine and will remain receptive to the changing needs of the service and undertake any duties not covered in this document but falling within the general scope of the role.

**Relevant Competencies (How the job needs to be done)**

Competency	Detail	Essential/Desirable
<b>Performance Focus</b>	➤ Is accountable for own performance and the performance of their team.	E
	➤ Holds self accountable for deliverables even when others are involved.	E
	➤ Takes personal responsibility for delivering to meet expectations and commitments, for self and others.	E
	➤ Makes sure tasks and responsibilities are fulfilled in a timely, cost-effective manner.	E
	➤ Self-motivated with a strong drive for achievement.	E
	➤ Takes an analytical approach to participating in decision making.	E

	<ul style="list-style-type: none"> <li>➤ Is skilled in developing and maintaining sound and well thought through procedures and protocols and adheres to them once in place, leading all members of the team to do the same.</li> </ul>	E
<b>Effective Relationships</b>	<ul style="list-style-type: none"> <li>➤ Develops trust and respect in relationships.</li> <li>➤ Works collaboratively, consulting colleagues and taking a planned approach to change.</li> <li>➤ Has the ability to maintain effective relationships with a wide variety of stakeholders, communicating regularly and seeking feedback.</li> <li>➤ Develops contacts and networks internally and externally.</li> </ul>	E E E E
<b>Management and Leadership</b>	<ul style="list-style-type: none"> <li>➤ Sets clear direction and is confident in leadership and performance management of team members.</li> <li>➤ Acts as a role model and leader and holds people accountable for their performance and recognises achievement.</li> <li>➤ Adopts a leadership style that is in accordance with the requirements of the role of a member of the Senior Management Team.</li> </ul>	E E E
<b>Communication</b>	<ul style="list-style-type: none"> <li>➤ Effective and professional communication with wide range of stakeholders (including customers), adjusting communication style to fit the situation and audience.</li> <li>➤ Communicates clearly and effectively through a variety of media – verbal and written.</li> <li>➤ Excellent interpersonal skills, including the ability to effectively collaborate and influence others.</li> <li>➤ Has the confidence, self-awareness and ability to make a positive impression on others.</li> </ul>	E E E E
<b>Professional Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>➤ Significant knowledge and experience of running a care home.</li> <li>➤ CQC fit and proper person</li> <li>➤ Level 5 NVQ in management or equivalent</li> <li>➤ Previous nursing / medical experience</li> <li>➤ Up to date knowledge of current legislation and best practice in relation to the care sector</li> <li>➤ Understanding of audit and quality monitoring in a care setting.</li> <li>➤ Working experience of drawing up and carrying out a Plan of Care.</li> </ul>	E E E D E E E

	➤ Experience of line management of staff.	E
	➤ Experience and sound understanding of care management and medication software including dealing with updates and faults.	E
	➤ Excellent IT skills including excel, word, outlook, use of databases and apps.	E
	➤ Experience and strong skills in writing management reports and presenting data.	E
	➤ Experience of marketing, promotional materials and social media.	D
	➤ Knowledge of business support, administration systems, processes and best practice.	E

**Notes**

This Job Description may be reviewed and amended from time to time to meet operational requirements. Any changes will be confirmed in writing. The job holder shares responsibility with the Committee for making suggestions to improve the effectiveness of the post.