START Organiser (Deputy Manager)

PAY SCALE	***Grade 10 SCP 26–28***
CONTRACT TYPE	***Permanent, 37 hours per week***
LOCATION	***Guildhall, Shrewsbury, with travel across Shropshire required***
CLOSING DATE	08/11/2026

Our vision is - Shropshire living the best life.

Shropshire Council is a unitary authority which serves the rural county of Shropshire. One of the most important things about working here is the knowledge that you're working to help others and the real sense of achievement and purpose that brings.

The people of Shropshire are rightly proud of their county's assets, its natural beauty, its history, its diverse economy, its vibrant culture.

About the role

START is Shropshire Council's in-house homecare, reablement and rapid response service, supporting people across the county to regain confidence, independence and daily living skills following illness, hospital discharge or a change in circumstances. The service works with people in their own homes using a person-centred, strengths-based and "doing with" approach, helping people to achieve the best possible outcomes.

As a START Organiser, you will play a key role in supporting the Registered Manager to deliver a safe, effective and high-quality service that meets regulatory requirements and promotes good professional practice. You will help ensure accurate records are maintained through electronic homecare monitoring systems, support quality improvement activity, and act as a point of contact for individuals, families, staff and professionals, including supporting responses to complaints and enquiries.

This is a varied deputy manager role involving leadership, supervision and coordination of staff across the START service. Working alongside other START Organisers, you will support Reablement Practitioners, Senior Reablement Practitioners, Business Support Officers and Reablement Co-ordinators, helping to monitor performance, support development, complete supervision and Personal Development Plans. You will coordinate and direct support staff to meet individual and service performance targets, while working closely with social workers, health professionals, therapy colleagues, people who use services, relatives and external

agencies. You will also contribute to policies and pathways, participate in out-of-hours arrangements, and promote safe systems of work in line with medication, health, safety and welfare procedures.

About you

We are looking for someone who is caring, organised, calm under pressure and confident in leading others within a busy regulated care environment. You will have experience in a supervisory or managerial role, be able to work independently, manage competing priorities and apply legislation, policies and procedures in practice.

You will need a good understanding of reablement and home care-related activity, alongside awareness of CQC regulations and inspection frameworks, including the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Care Quality Commission registration requirements.

Strong IT skills are essential, including confidence using spreadsheets, emails, Office 365, Microsoft packages and databases. You will also need to be accurate, methodical and well organised, with good report writing and record keeping skills.

This role requires excellent communication, empathy, listening and interpersonal skills. You will be confident and tactful when dealing with members of the public, people who use services, families, professionals and staff. You will also bring a flexible and adaptable approach, good problem-solving skills and the ability to work both independently and as part of a team.

You will need access to suitable transport, business insurance and a full current UK driving licence, as the role involves travel across Shropshire. Routine out-of-hours working is also required.

Benefits

We value our employees and offer staff rewards and plenty of opportunities for personal development, apprenticeships and career progression including:

- Generous annual leave commencing at 28 days increasing with service to 33 days (pro rata for part time). With additional annual leave purchase policy.
- Access to a benefits platform with a wide range of retail discounts and salary sacrifice schemes (cars, bikes, AVCs)
- Employer contribution Pension Scheme Shropshire County Pension Fund
- Supportive carers and parental policies (maternity, paternity, adoption leave, special leave)
- Many opportunities for flexible and agile working, subject to service needs. This role includes regular office working, countywide travel and participation in out-of-hours arrangements.
- Access to counselling and occupational health services
- Staff networks

How to apply

We would love to get to know you more so please give us a call if you would like to discuss this role or our team. You can contact vickie.preston@shropshire.gov.uk

When you are ready to apply, you will need to complete the online application form detailing what you can bring to the role which is outlined within the job description and how you meet the job requirements within the person specification. We look forward to hearing from you!