



Service Support Manager (Category 1 Sheltered Housing)

Salary: Band 7 - £32,061 - £36,363 p.a.

Hours per week: 37 hours per week; Monday - Friday 9am - 5pm (4pm on a Friday)

Location: Various Sheltered Housing locations in Portsmouth

Contract type: Fixed Term Contract/Secondment until 30th August 2027

Portsmouth City Council is committed to safeguarding and promoting the welfare of 'adults at risk' and expects all staff and volunteers to share this commitment. Every post is subject to PCC and Portsmouth Safeguarding Adults Board safer recruitment procedures.

This role requires a Disclosure and Barring Service (DBS) check at Standard/Enhanced level which will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

The Service:

Housing, Neighbourhood & Building Services

The overall purpose of Sheltered Housing is to provide the right accommodation and support when needed.

Sheltered Housing promote independent living for residents, with the reassurance that someone is on hand to give support and to help in an emergency. Residents have their own tenancy agreement with Portsmouth City Council therefore residents are able to live independently in their own accommodation, but with support available as needed. There are shared areas in the sheltered scheme in which residents can meet and enjoy some social activities.

As a service we take pride in making a positive difference in helping our residents maintain their independence in their homes. The Service Support Manager role is a crucial one in ensuring that we can meet our purpose.

What is the role?

Portsmouth City Council is looking for a professional, caring and organised Category 1 Sheltered Housing Support Manager to support a team of 8, supporting older residents to live safely and independently in their own homes.

You will work directly with your team, residents, their families, colleagues and partner agencies to identify support needs, respond to concerns, promote wellbeing and help residents access the right services at the right time.

You will act as a key point of contact for your team, providing support and guidance to ensure policies and processes are followed and training is identified and put in place where necessary. You may also be expected to provide housing-related support and ensure that essential paperwork such as support plans, risk assessments, safety checks are completed as expected. This includes supporting residents with changing needs, escalating safeguarding concerns where appropriate, and working closely with Adult Social Care, health services, emergency services, care agencies and other internal teams.



The role requires confidence in lone working, sound judgement, good communication skills and the ability to manage a varied workload. You will need to respond calmly and professionally to emergencies, complex resident situations and competing priorities, while maintaining professional boundaries, confidentiality and compliance with Portsmouth City Council policies and procedures.

As the Service Support Manager, you will be responsible for resourcing your team to ensure consistent Cat 1 scheme cover and on-going service provision to all residents. You will be expected to be confident in speaking with other professionals and attending meetings where appropriate.

In addition, you will approve monthly time sheets, staff expenses, ensure your team are up to date with relevant training, support your team and be the first point of contact for service-related enquiries.

Your role requires you to respond to incidents & problems relating to the service and team and to accurately record information and incident reports as they happen and liaise with the assistant sheltered housing manager.

A clear understanding of safeguarding and what this means in terms of the service we provide is required together with a clear understanding around professional boundaries.

You will form part of the Sheltered Housing Team and need to be confident in making on the spot decisions and following these through. You will work closely with the other service support manager, provide cover for each other during periods of absence and support each other.

Who is the person?

You need to:

- Have experience of working directly (face to face) with people, ideally older or vulnerable adults.
- Have an understanding of the impact of physical and mental health issues experienced by older persons.
- Be a good listener with a calm manner, with the ability to converse at ease with customers and staff and provide advice in accurate spoken English.
- Have the ability to manage staff, lead a team and support their learning.
- Have the confidence to work proactively with other professionals to achieve positive outcomes for residents and speak up where necessary.
- Have the ability and skills to effectively organise and deploy staff resources during periods of both high and low demand.
- Be confident at building professional relationships with your team, residents, family members
- Have an awareness of the importance of confidentiality when working with residents, in particular regards to GDPR requirements.
- Be a strong team player and willing to support those in your team when they are facing challenges.
- Have an understanding of the need for you and your team to maintain appropriate professional boundaries with residents at all times.
- Have an understanding of the role of Social Services, Health Services and voluntary agencies in the provision of services to people and be able to work with them with the purpose of achieving the best outcome for service users.



- Have good written skills as you will need to be able to write concise notes in residents files, respond to complaints and compile reports, for example in relation to Safeguarding matters and or staffing issues.
- Have the ability to prioritise workloads and self-manage your time effectively to meet the different areas of the role.
- Have basic IT skills, including the use of Microsoft Outlook and Word/Excel and be able to use in house databases as required.
- Hold a full UK Driving License and have access to a vehicle during working hours.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).