

# Staff Supervisor

## Working Hours

Monday to Friday, 09:00 – 17:00

On-call duties as part of a Rota

## What You Will Do

As a Staff Supervisor, you will play a key role in supporting the delivery of high-quality care across Abbey Care Services. You will oversee, guide, and develop staff through effective supervision, training, and communication. Your role will involve ensuring compliance with regulatory standards, managing rotas, supporting recruitment, and helping to foster a positive and motivated team culture. You will act as a point of support for staff, contribute to service quality, and help maintain the smooth day-to-day running of the organisation. Throughout your work, you will promote safe practice, professional standards, and person-centred care.

## About You

You are someone who leads by example and brings a positive, proactive attitude to your work. You genuinely care about people, both the individuals who use our services and the staff who deliver them. You are confident supporting others, comfortable making decisions, and able to remain calm under pressure.

You will thrive in this role if you are:

- **A natural communicator** who can build trust, listen effectively, and offer clear direction.
- **Organised and reliable**, able to manage multiple tasks, priorities, and deadlines without compromising on quality.
- **Committed to high standards**, with a strong understanding of safe practice, compliance, and professional boundaries.
- **Supportive and approachable**, creating an environment where staff feel valued, motivated, and heard.

- **Solution-focused**, able to respond quickly to challenges and think practically when problems arise.
- **Resilient and calm**, maintaining professionalism during busy periods or unexpected situations.
- **Motivated to develop others**, encouraging growth, learning, and continuous improvement.
- **A team player**, willing to collaborate, share ideas, and contribute to a positive workplace culture.

Above all, you are someone who takes pride in helping others succeed and is committed to delivering excellent care through effective leadership and supervision.

## What This Role Involves

In this role, you will be at the heart of supporting our team and ensuring we deliver safe, high-quality care every day. Your work will be varied, people-focused, and vital to the smooth running of Abbey Care Services.

- **Empowering and Supporting Staff**

You will provide regular supervisions and annual appraisals, helping staff grow, develop, and feel confident in their roles. By building strong, professional relationships, you'll create an environment where staff feel supported, valued, and motivated. Your guidance and constructive feedback will help maintain excellent performance and safe practice throughout the team.

- **Shaping the Team Through Recruitment & Onboarding**

You'll play a key part in welcoming new staff into the organisation. Supporting interviews, pre-employment checks, and the full onboarding journey. From induction to mandatory training, you'll ensure every new team member starts their role feeling prepared, informed, and ready to deliver outstanding care. Accurate record-keeping will form an important part of this process.

- **Driving Training, Compliance & Quality Standards**

You will oversee important monthly audits that help us stay compliant and maintain the highest standards. This includes monitoring PVG membership, SSSC registration, Moving & Handling training, Evolve modules, and other essential requirements. You'll keep track of expiry dates, follow up on non-compliance, and make sure all staff records are always up-to-date and audit-ready.

- **Ensuring Safe and Effective Service Delivery**

Using your organisational skills, you'll prepare and manage staff rotas to ensure safe staffing levels and continuity of care. You'll carry out spot checks and quality monitoring visits to ensure our service meets regulatory expectations. As part of the on-call rota, you'll also help respond to unexpected situations and support staff out of hours.

- **Keeping Communication Flowing**

Communication will be a key part of your role—responding to emails and calls promptly, helping staff get the information they need, and keeping management informed. You'll also take the lead on producing our monthly staff and service-user newsletters, supporting transparency and engagement across the organisation.

- **Creating a Positive and Motivated Team Culture**

You'll champion staff recognition through initiatives such as the Staff Champion Board and Employee of the Month. By fostering engagement and encouraging staff involvement, you'll play a key role in building a workplace culture that feels supportive, positive, and inclusive.

## Skills & Attributes

Attribute	Essential or Desirable
Strong organisational and time-management abilities	E

Good attention to detail and commitment to compliance	E
Ability to work independently and as part of a team	E
Approachable, supportive, and professional attitude	E
Experience working within the care sector (essential)	E
Experience in a supervisory or leadership role (desirable)	D