

Job Description

Position Details

Position:	Cwrt Mytton Manager
Directorate:	Social Services Department
Service:	Cwrt Mytton Dementia Residential Home
Position no:	BG03154
Grade:	10
Hours of work:	37 hours (may include evenings and weekends)
Work style:	Cwrt Mytton/Agile Worker
DBS required:	Enhanced Disclosure
Contact:	Hannah Baulch
Date:	January 2026

Politically Restricted? ☐ Yes* ☒ No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Principal Job Purpose

Responsible to: Service Manager – Long Term Care and Support

Responsible for:

- Promoting Cwrt Mytton Care Home and its residents within the community of Blaenau Gwent.
- As Registered Manager – ensuring the home is compliant with the standards laid out in the Regulation and Inspection Social Care (Wales) Act 2016. (RISCA 16)
- Responsible for developing and managing dedicated dementia residential support to promote independence and meet person centred outcomes including:
 - Dementia reablement and intermediate care provision
 - Technological / assistive technologies to support people living with dementia in a care home setting
 - Dementia respite
- Managing the operational practices within Cwrt Mytton Care Home including the managerial responsibility for both long term and respite accommodation, in accordance with the Authority's and departmental policies and procedures.
- Developing and promoting best practice models of dementia care across not only the in-house Provider teams but also as part of the wider care home sector in Blaenau Gwent.

Principal Accountabilities

- Developing Cwrt Mytton to ensure that it constantly adapts to meet the needs of our population.
- Developing, implementing, monitoring and reviewing the relevant policies, systems and procedures required to achieve quality compliance in line with current standards. This includes developing and monitoring the impact of these policies and systems as part of quality assurance / quality audit and compliance.
- Ensuring that the care home retains and recruits appropriately trained and passionate staff who share the ethos and values of the home and can safely and innovatively support people living with dementia. This includes devising, implementing and monitoring staff recruitment and retention strategies and devising staff training plans that ensure staff are qualified, supported and trained to reflect and satisfy the service standards, alongside promoting sustainable opportunities for career development and succession planning.
- Researching, recommending and implementing best practice models of dementia support in relation to reablement and enablement pathways that promote a person's independence and reduce dependency on traditional models of support i.e. through assistive technologies, specialist equipment etc with the outcome of developing the Local Authority care home as a centre of excellence for dementia care in Blaenau Gwent.
- Managing and monitoring allocated budgets and resources.
- Having management oversight and responsibility for but not exclusively:
 - Assessing residents needs and how the home meets resident's outcomes
 - Staff rotas and staffing levels across all staff grades ensuring that there are appropriate staff on each shift to manage levels of risk
 - Health and safety requirements
 - Infection Control (IP&C) procedures – learning from the impact of the COVID 19 pandemic
 - Human resource functions i.e. authorising leave, staff supervisions, monitoring staff wellbeing, managing staff absences in line with corporate policies and procedures etc
- Develop meaningful and effective working relationships with our partner agencies and wider local community that promote the ethos of Cwrt Mytton as an integral part of the place-based care agendas.
- Participate in Departmental Management meetings and contribute to the leadership of Adult Services Directorate including the delivery of its vision, values, priorities and policies.
- Managing and monitoring allocated budgets and resources.
- Leading and chairing relevant meetings and investigations including safeguarding, fact findings, disciplinaries, and service reviews as required.
- Undertake any additional duties, as appropriate to the role of manager as required by the Director of Social Services.
- To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.

- To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
- To ensure that the policies, procedures and guidelines of Blaenau Gwent County Borough Council in relation to Service Users, staff, and premises are adhered to.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
NVQ/ QCF / ILM Level 4 Care Award or an equivalent management qualification.	(E)	(A)
Registered with Social Care Wales or equivalent body.	(E)	(A)
Experience		
Experience in a management role, within a regulated health or social care setting.	(E)	(A)
Experience of managing a Dementia Care Home or similar Dementia specialist service.	(D)	(A)
Experience of working in a multi-disciplinary way with key health and social care stakeholders and partners.	(E)	(A)
Experience of leading change programmes / projects with a health or social care setting.	(E)	(I)
Experience of using research / making evidence-based recommendations to improve models of service delivery.	(E)	(I)
Knowledge / Skills		
Demonstrate understanding of the legislative framework as appropriate to this regulated setting, e.g. regulatory requirements for care and support services. (RISCA 16/ SSWB Act 14).	(E)	(A) (I)
Experience of managing a service / staff budget.	(E)	(I)
Experience and current knowledge of All Wales Adult Safeguarding procedures.	(E)	(I)
Current knowledge of how a person's independence can be promoted through preventative / reablement / technology-based solutions.	(E)	(I)
Clean driving licence and access to a car for work purposes.	(E)	(A)
Personal Attributes		
Self-motivated, enthusiastic and dedicated to providing a quality service.	(E)	(I) (PP)
Commitment and enthusiasm towards achieving positive outcomes for service users and carers.	(E)	(I) (PP)
Understand and respect the principles of confidentiality.	(E)	(I) (PP)
Demonstrate respect for clients' needs and wishes, the maintenance of their dignity and independence.	(E)	(I) (PP)
Ability and willingness to work flexibly across the service as and when demand dictates.	(E)	(I) (PP)
Special Working Conditions / Requirements		
Ability to think strategically and creatively.	(E)	(I) (PP)
Excellent organisational and communication skills.	(E)	(I) (PP)
Be able to communicate effectively verbally and in writing.	(E)	(I) (PP)
Ability to lead, supervise and motivate staff.	(E)	(I) (PP)
Management and supervisory responsibilities in the delivery of social care services.	(E)	(I) (PP)
Ability to conduct professional individual and group staff supervisions.	(E)	(I) (PP)
Creative and innovative problem-solving skills.	(E)	(I) (PP)
Ability to promote the rights and choices of Service Users.	(E)	(I) (PP)
Good conflict resolution skills.	(E)	(I) (PP)
Equal Opportunities		
Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Blaenau Gwent County Borough Council	(E)	(I) (PP)

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	0 (A)
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Leading People	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Provides inspirational leadership & is a role model to others	(PP)
Takes direct responsibility and is accountable for actions	(PP)
Respects and values the contribution and ambition of others	(PP)
Actively promotes equality and diversity	(PP)
Challenges unacceptable behaviour/attitudes	(PP)
Recognises and celebrates achievements	(PP)
Defends colleagues against inappropriate criticism	(PP)
Demonstrates and is an example of good work-life balance	(PP)

Competencies – Delivering the Vision	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Communicates a compelling view of the future	(PP)
Ensures the vision is meaningful to all	(PP)
Challenges the vision appropriately	(PP)
Proactively promotes the vision to others	(PP)

Competencies – Setting & Achieving Ambitious Targets	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is committed to continually improving performance of self and others	(PP)
Agrees ambitious performance targets and priorities for self and others	(PP)
Sets high standards and keeps self and others focused on outcomes	(PP)
Gives regular, constructive feedback on service /team/ individual performance	(PP)
Recognises and celebrates success	(PP)
Challenges poor performance appropriately	(PP)
Seeks learning opportunities from results	(PP)

Competencies – Empowering Our People	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Encourages and develops personal accountability in others	(PP)
Works to identify training and development needs in others	(PP)
Encourages others to think for themselves	(PP)
Promotes risk-taking and supports appropriately	(PP)
Utilises and respects the skills, experience, and ambition of others at all levels	(PP)
Promotes and demonstrates personal and professional learning and development in self and others	(PP)

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Creates and encourages two-way communication inside and outside the organisation	(PP)
Uses appropriate and precise methods of communication	(PP)
Has personal credibility with a variety of different groups and uses networks effectively	(PP)
Communicates positively and respectfully	(PP)
Actively listens and respects others' points of view	(PP)
Checks own and others' understanding	(PP)

Competencies – Making Informed Decisions	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to act and be accountable	(PP)
Regards problem solving as an improvement opportunity	(PP)
Involves others in decision making	(PP)
Steps back and takes a wider view	(PP)
Uses evidence to challenge or support point of view	(PP)
Considers implications of proposed decisions	(PP)
Ensures decisions link to continually improving performance	(PP)
Has the confidence to make ambitious, difficult, or unpopular decisions	(PP)
Can justify and explain decisions	(PP)

Competencies – Working in Partnership	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands partnerships in the context of the “big picture”	(PP)
Promotes and is actively involved in multi-agency partnerships to continually improve services for the citizen	(PP)
Networks effectively internally and externally	(PP)
Recognises, respects, and utilises the expertise of others	(PP)
Proactively shares knowledge and information	(PP)
Seeks out the most appropriate people to contribute to partnership working	(PP)

Competencies – Managing the Political Interface	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands the political environment locally, regionally, and nationally	(PP)
Positively respects and abides by the professional code of conduct and adheres to the principles of political restriction	(PP)
Establishes and continually improves positive and appropriate interaction with all Councillors	(PP)
Raises issues and constructively challenges in an appropriate and sensitive manner	(PP)
Ensures others understand the political dimension of their work	(PP)
Provides timely, constructive, high quality professional advice to assist the political decision-making process	(PP)

Competencies – Pushing the Boundaries	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Regularly and constructively challenges the status quo	(PP)
Is positive about change and identifies potential benefits to the citizen	(PP)
Taps into the innovative and creative potential of others	(PP)
Considers different methods/approaches	(PP)
Encourages others to suggest new ideas	(PP)
Supports and develops others’ ideas	(PP)
Looks creatively inside and outside the organisation for new ideas and actively shares good practice	(PP)

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