

## Mobilisation Lead - Residential care to supported living transformation

June 2026

**Location:** Home-based, with regular national travel

**Responsible to:** Head of Mobilisation

**Salary:** £46,859 per annum

### Our values

Our values shape the way we behave and work alongside disabled people with complex needs to break down barriers.

- We're creating change
- We're always learning
- We're better together

### Description of the role

Sense is making a major change to the way we support people who currently live in residential care. Over the next few years, we will move more towards supported living. This is about giving people more choice, more control, stronger rights and a better sense that their home is truly their own.

The Mobilisation Lead will help make this happen in real services. Working under the Head of Mobilisation, and closely with the Director of Transformation, Operations Directors, Heads of Service and managers, the postholder will lead assigned residential care to supported living transformation projects from planning through to delivery and handover.

This is a hands-on delivery role. It is not a project office role, an administration role or a reporting role. Good planning, risk management and reporting will be part of the job, but these are there to support delivery, not replace it.

The role needs someone who can be in services, bring the right people together, listen well, understand the detail, solve problems and keep work moving. The postholder will need to balance pace, safety, financial sustainability and the best interests of the people Sense supports.

## Key responsibilities

### Lead assigned residential to supported living transformations

- Lead practical mobilisation activity for agreed residential care to supported living transformation projects.
- Work with services to understand what needs to change, what must be protected and what good supported living should look like for the people living there.
- Turn agreed decisions into clear action plans with owners, dates, risks, dependencies and next steps.
- Visit services, work alongside managers and staff, and keep actions moving between meetings.
- Support safe handover into the new model once each transformation is ready to move into day-to-day operations.

### Keep people we support at the centre

- Make sure the people Sense supports are not treated as names on a project plan.
- Think carefully about what each transformation means for people's homes, routines, relationships, communication, rights and choices.
- Work with co-production, operations, quality and communications colleagues so that people supported, families, advocates and circles of support are involved in the right way.
- Listen to what people, families and staff are saying and make sure this shapes the work.
- Help make sure change is done with care, honesty and respect, especially where people may feel anxious or uncertain.

### Bring the right people together

- Coordinate colleagues from operations, property, finance, HR, quality, digital, communications, commercial, fundraising, legal and governance where needed.

- Run practical mobilisation meetings and workshops that help people agree what needs to happen and who is doing it.
- Follow up actions, resolve practical problems and escalate issues early when something is stuck, unsafe or unclear.
- Build strong working relationships with commissioners, housing partners and other external stakeholders.
- Support clear communication so staff, families, commissioners and partners are not left guessing.

### **Support safe and sustainable supported living models**

- Help test whether each service is ready for supported living, and what type of transition route is needed.
- Consider property, tenancy, benefits, regulation, staffing, finance, quality, communication and commissioner issues.
- Support options work, business cases and service transition summaries.
- Help make sure services are financially sustainable and not just operationally possible.
- Think about referrals, empty places, fees, contracts, local demand and future growth opportunities.
- Help identify where bids, tenders, fundraising or business development could support future sustainability.

### **Use systems, information and communication well**

- Use digital systems, simple trackers and project tools to keep work organised, but do not let the tools become the work.
- Use service information, finance data, quality insight and feedback to support decisions.
- Work with communications and marketing colleagues so changes and future service offers are explained clearly.
- Capture learning so each future transformation is easier, safer and better planned.

## Key relationships

### Internal

- Head of Mobilisation
- Director of Transformation
- Operations Directors, Heads of Service, registered managers and service teams
- Corporate services, including Finance, HR, Property, Quality, Digital, Communications, Commercial, Fundraising, Legal and Governance
- Co-production and engagement colleagues

### External

- Commissioners and local authorities
- Housing providers and landlords
- Partner organisations
- Families, carers, advocates and other representatives where appropriate

## Person specification

### Experience

- Experience of leading or coordinating service change, mobilisation, operational improvement or transformation.
- Good knowledge of supported living, residential care, housing, health, disability services, social care or a closely related area.
- Experience working with operational managers and frontline teams to make practical change happen.
- Experience bringing different teams together to solve problems and deliver actions.
- Experience working with commissioners, local authorities, housing partners or external stakeholders.
- Experience of working with budgets, income, service sustainability or commercial decision-making.
- Experience of managing risks and working in a safe, regulated or quality-focused environment.

### **Knowledge and skills**

- Understanding of the difference between residential care and supported living, including choice, control, tenancy rights and independence.
- Strong planning and organisational skills, with the ability to manage several pieces of work at the same time.
- Clear communication skills, including the ability to explain complicated issues in plain English.
- Ability to work with people supported, families, staff, managers, commissioners and corporate colleagues.
- Understanding of risk, safeguarding, quality, regulation and continuity of support.
- Commercial awareness, including an understanding of referrals, fees, contracts, bids, tenders, fundraising or business development.
- Confidence using digital systems, spreadsheets, Microsoft Teams, SharePoint and simple project tools.

### **Personal attributes**

- Practical and action-focused.
- Person-centred and values-led.
- Calm, resilient and able to work well under pressure.
- Creative, but grounded in what is realistic and safe.
- Confident enough to challenge, but respectful in how you do it.
- Able to build trust quickly with services and colleagues.
- Organised without being bureaucratic.
- Commercially aware, without losing sight of purpose.
- Able to work with pace, care and good judgement.

### **Other information**

- This job description does not form part of the employment contract.
- This post is not exempt from the Rehabilitation of Offenders Act.



- The duties and responsibilities may be reviewed as the transformation programme and organisational needs develop.
- This is a home-based role, but regular national travel is essential. This may include overnight stays.