**Residential Commissioning Manager**

**Location:** National
**Reports to:** Sr. Head of Business Development (depending on structure)
**Direct Reports:** None (individual contributor role, with close collaboration across functions)
**Key Stakeholders:** Local Authorities, Residential Managers, Placements Team

**ROLE PURPOSE**

The Residential Commissioning Manager plays a pivotal role in ensuring Compass Community’s residential services remain the first choice for local authorities seeking high-quality, therapeutic placements for children and young people.

With a focus on driving occupancy and growth, the role combines strategic relationship management with hands-on referral conversion. By building trust-based partnerships with commissioners, managing a dynamic caseload of local authorities, and collaborating closely with operational colleagues, the Commissioning Manager ensures Compass homes remain full, financially sustainable and meeting the needs of children and young people.

This is a fast-paced, people-facing role that requires energy, commercial instinct and a deep commitment to transforming children’s lives.

**KEY RESPONSIBILITIES**

**Partnership & Relationship Management**

* Build and sustain strong, professional relationships with local authorities and commissioning teams.
* Act as the key point of contact for a portfolio of local authorities, managing communications and ensuring Compass is positioned as a provider of choice.
* Develop a deep understanding of commissioner priorities, funding pressures and placement needs, aligning Compass’s offer accordingly.

**Referral Conversion & Admissions**

* Lead on the conversion of residential referrals, ensuring timely and high-quality responses.
* Work with Residential Managers to prepare compelling placement offers that meet requirements.
* Convert referrals into placements by balancing commissioner needs with Compass’s capacity, therapeutic model, and ethos.
* Ensure smooth transition and handover with operations, maintaining a positive experience for local authorities, young people and their families.

**Occupancy & Growth Delivery**

* Support homes to achieve and exceed occupancy targets in line with business plans.

**Compliance & Professional Standards**

* Ensure all placement and admissions activity complies with Ofsted regulations, safeguarding standards and internal governance.
* Accurately maintain records of referrals, offers, conversions and outcomes.
* Provide regular reporting and insight to senior leaders on referral pipelines, conversion rates and market dynamics.
* Uphold Compass’s reputation and values in all interactions with commissioners and stakeholders.

**CANDIDATE PROFILE**

**Qualifications**

* Knowledge of children’s residential care, SEND or social care commissioning essential.
* Sales or account management training desirable.

**Experience**

* Strong track record in relationship management, business development or commissioning within education, childcare, fostering or residential care.
* Experience of managing referral and admissions processes, ideally in children’s services.
* Proven ability to deliver against occupancy, sales or growth targets.

**Attributes**

* Exceptional interpersonal and communication skills, able to influence and build trust quickly.
* Commercially astute with a results-driven mindset.
* Highly organised, resilient and able to manage a fast-moving caseload.
* Collaborative, energetic and committed to improving outcomes for vulnerable children.
* Confident representing Compass externally and building credibility with commissioners.

**Success in this Role Looks Like**

* Compass residential homes consistently achieve or exceed occupancy targets.
* Local authorities view Compass as a trusted, responsive and preferred partner.
* Referral pipelines are well managed, with timely, high-quality offers converting into placements.
* Strong relationships with commissioners lead to repeat placements and long-term partnerships.
* Children and young people experience smooth, supportive transitions into Compass homes.

**ABOUT COMPASS COMMUNITY**

Compass Community exists to create a future of strength and opportunity for every child. We provide specialist fostering, residential care and education services through an innovative, therapeutic approach that puts children at the centre of everything we do. Our ambition is bold but clear: to be the UK’s leading children’s services provider, reaching more children, being the best place to work in the sector, and transforming children’s services — all while maintaining the highest standards of quality and safeguarding.

Our people live our **REACH ethos** every day — we are Resilient, Educators, Accepting, Child-Centred and Holistic. This means we keep showing up, especially when it’s tough, because trust, healing and growth depend on it. We listen, we learn, and we adapt, knowing that change starts with us. We accept every child exactly as they are, and help them belong, connect and thrive. This is who we are and what we stand for — and we expect everyone who joins us to do the same.