

Job Description

Job title	[Business Manager
Directorate	[PEOPLE : Children and Adults
Division	[Adult Social Care
Range	MPR 7
Reports to	[Head of Business Operations and Provider Services

Main purpose of the job:

Oversee the business operations within Adult Social Care including strategic planning, budget oversight, project and the efficient delivery of administrative services to support the Heads of Service with the wider improvement agenda and ensure the division is effectively supported.

Collaborate closely with senior management to formulate and sustain business operational departmental strategies, policies, and procedures aimed at enhancing service delivery and operational efficiency, including service planning.

Ensure the division is thoroughly prepared for inspections and peer reviews by developing self-assessments, presentations, gathering evidence, and creating case studies.

Lead the development and ongoing of the division's risk management and business continuity plans.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

[Manage budgets for adult social care services, preparing financial reports and forecasts for senior management to enable financial performance to be monitored and cost control measures implemented.

Assess, monitor and drive improvement in quality through conducting regular audits and inspections, measuring compliance with relevant legislation and regulations and where appropriate implementing quality improvement initiatives based on audit findings in order to maintain high standards of care.

Plan, co-ordinate and manage the operational business processes for the Adult Social Care ensuring compliance with regulations, optimizing resource allocation, and improving service delivery to enhance the quality of care provided to adults in need.

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Manage contracts and relationships with external providers by monitoring performance and contract compliance in order to identify any risks and where necessary create effective mitigation strategies in collaboration with senior management.

Lead and support a team of administrative staff, providing high quality line management and supervision and ensuring staff have the appropriate level of training and are appraised in accordance with the Council's performance appraisal process, in order to manage and support individuals in their work and address any issues of poor performance.

Contribute to the development of strategic plans through identifying opportunities for service improvement and innovation and engaging with service users and stakeholders to develop and implement new services to meet the needs of the community.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Head of Business Operations and Provider Services

The post holder will have line management responsibility.

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The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style: |

|HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis. |

Person specification

All criteria at level A are considered essential unless stated otherwise. |

Qualifications

Level A

- Degree or related qualification in Business Management

Level B (in addition to level A criteria)

- Working towards ILM Level 5 in Management or equivalent

Level C (in addition to levels A and B)

- ILM Level 5 in Management or equivalent qualification
- Evidence of continuing professional development |

Knowledge

Level A

- Knowledge and understanding of legislation, policy and procedures relevant to adult social care
- Knowledge of CQC regulations and inspection framework
- Knowledge of GDPR
- An understanding of budgeting, forecasting and financial monitoring.
- Knowledge and understanding of equality and diversity and promotes this across the team.

Level B (in addition to level A criteria)

- Detailed knowledge and understanding of CQC regulations and inspection framework
- Knowledge of the Council's governance arrangements.
- Knowledge of Council policies and procedures including managing performance, sickness absence, code of conduct etc.
- An understanding of the Council's Health and Safety policy and procedures.
- Knowledge and understanding of using audit and performance data to improve practice.
- Knowledge of the Council's financial regulations and procedures

Level C (in addition to levels A and B)

- In depth knowledge of adult social care.
- In depth knowledge and understanding of changes to legislation and practices across the social care sector.
- Detailed knowledge of the Council's priorities and service objectives. |

Experience

Level A

- Proven experience in a business development role within the social care sector
- Experience of managing a team and providing supervision and expert advice to colleagues.
- Experience of undertaking staff appraisals, promoting and encouraging professional development and ensuring staff have up to date targets and development plans.
- Experience of supporting others to work well under pressure and in difficult situations.
- Experience of working effectively in partnership with others.

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- Experience of analysing data to improve service delivery and outcomes for residents.
- Experience of assessing and responding to risks
- Experience of performance management
- Experience of managing multiple projects with evidence of successful delivery.

Level B (in addition to level A criteria)

- Minimum of 4 years' experience in a business development role within the social care sector
- Experience of developing and leading initiatives which have a direct impact on adult social care.
- Experience of implementing strategies and key changes to service delivery to meet demand.
- Experience of managing and reviewing performance against contracts
- Experience of managing and reviewing performance to achieve agreed outcomes, objectives and timescales.
- Experience of managing and implementing change

Level C (in addition to levels A and B)

- Extensive experience of working effectively in partnership with others.
- Extensive experience of assessing and responding to risks
- Extensive experience of dealing with highly complex tasks and issues across a range of situations. |

Skills

Level A

- Proficient in the use of Microsoft Word, Excel, Teams and Outlook
- Excellent organisational skills
- Ability to manage a varied and high profile workload
- Effective management, motivation and leadership skills.
- Excellent communication, negotiation and advocacy skills, both verbal and written
- Ability to manage the workload of the team, meet deadlines and manage competing priorities
- Ability to identify and manage risk and present solutions.
- Promote positive approaches to diversity, identity and equality.

Level B (in addition to level A criteria)

- Ability to present to a range of audiences and to facilitate and lead group discussions
- Ability to work effectively with partners and create good working relationships
- Ability to analyse complex information
- Ability to work effectively as part of a team to achieve results, building strong relationships both internally and externally.
- Excellent report writing skills

Level C (in addition to levels A and B)

- Ability to apply effective and innovative strategies to meet the needs of the service
- Ability to support the development of strategy and implement work plans to improve service delivery.
- Ability to thrive in a fast moving environment |