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| Job Description |  |

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| **Job Title:**  Adult Social Care Operations Business Manager | **Service Area**:  Adults | |
| Directorate:  Adults & Health | **Post Number:**  FROM TRENT | **Evaluation Number:**  FROM HRMI SYSTEM |
| **Grade:**  PO2 | **Date last updated:**  September 2020 | |

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| **EQUALITY AND DIVERSITY** |
| We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work. |
| **PROTECTING OUR STAFF AND SERVICES** |
| Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately. |

**Overall Purpose of Job**

As Adult Social Care Operations Business Manager, the postholder will work within the London Borough of Newham (LBN) Adult Social Care Operations teams to support the remit and functions of the Director of Operations (DPH).

The post holder is responsible for developing, maintaining and leading the business processes and systems required to ensure the efficient running of the Adult Social Care Operations service, including business management, finance, communications and human resources. In addition, the post holder will focus on Adult Social Care (ASC) Operations budget, governance, project management, training, risk management and health and safety. The central management of these business functions will provide capacity for the senior management team to concentrate on the delivery of strategic and transformational improvement work.

The post holder will work closely with the wider Adult Social Care and Health department, and with other colleagues in London Borough of Newham and other partner organisations within the local health and social care economy. The post holder will also liaise with the Members, MPs, Social Work England, HCPC, CQC, ADASS, and other key stakeholders on DMT’s behalf.

**Job Context**

The post holder reports to the Director of Operations.

1. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

**Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

## Overall responsibilities

* To be responsible for establishing and managing business processes and ensure that the requirements of the corporate processes are met.
* To be the service lead for the use and development of project management tools, ensuring appropriate cover to projects across the service.
* To be responsible for risk management and managing the risk register for the ASC Operations service, identifying and mitigating risks as appropriate.
* To contribute to, and in some cases lead, the development and management of internal performance monitoring processes on behalf of the ASC Operations service, investigating the causes of any variance from targets or plans and proactively contributing to the implementation of solutions.
* Provide departmental leadership of financial management systems and working with the Director of Operations and other budget holders ensuring that the departmental spend is on target and ensure staff are compliant with financial instructions.
* To lead the coordination of proactive ASC Operations communications and stakeholder engagement, in conjunction with the Council’s communication team.
* To work cooperatively with all colleagues in the department to ensure its smooth running across the ASC Operations department. To ensure that the service complies with relevant legislation, including records management, Data Protection, Freedom of Information, Health and Safety, and represent ASC Operations on relevant associated committees or boards
* Provide confidential support to the Director of Operations around the wide range of departmental HR processes
* Establish and maintain effective relationships with colleagues, Members and contacts in partner organisations, representing the Department in a professional and approachable manner.

## Support Services

* Oversee the departments Corporate Plan and departmental work plan responsibilities, working with officers to ensure progress is regularly updated
* Assume overall responsibility for the management, updating and dissemination of policies and procedures within the department, including administrative, HR and financial management processes and procedures leading on development of processes and tools to increase team efficiency.
* Maintain up to date procedures and practices and to contribute ideas for system/process improvements to increase efficiency offered by new technologies, new ways of working and changes in work processes.
* Draft, compose and/or type confidential/complex documents, ensuring correct and appropriate layout, accuracy, language, tact and diplomacy. Prepare presentation slides and notes
* Ensure that cross departmental documents, and the content in electronic format, including the intranet (such as team description) is maintained and updated regularly.
* Use and assist others to use information technology to carry out duties in the most efficient and effective manner – provide training on systems such as Fusion.

**Adult Social Care Operations Forward Programme of Key Decisions**

* Ensure the Council’s political decision-making and scrutiny processes are met by the department. Ensure that all legislative and national and local policy in relation to ASC Operations Services is adhered to.
* Ensure compliance with Council policies, Standing Orders, financial regulations and other requirements.
* Ensure compliance with the General Data Protection Regulation and confidentiality policies.
* Manage the Department’s Quality and Governance Board and Forward Plan to a high standard, liaising with the Chief Executive’s Offices in Newham to ensure that the master Forward Plan reflects any changes in the scheduling of ASC Operations reports. Ensure that the relevant officers are aware of the reports they are responsible for and the deadlines for submission.
* Ensure enquires such as FOI requests are responded to in a timely manner
* To promote accountability amongst staff towards sustainability, both in use of physical resources and the delivery of services.
* To achieve agreed service area outcomes and personal appraisal targets with line manager

**Human Resources and training**

* Act as the key contact within the department for HR and recruitment queries. Where required, act as an intermediary between staff in ASC Operations and HR.
* Manage induction of new starters within the department, ensuring timely access to ICT systems and facilities; and monitor induction sign off.
* Manage all recruitment process for the department
* Ensure the department’s training policy is kept up-to-date and that it is followed appropriately,
* Hold records of all training undertaken by ASC Operations staff, including internal, external and extended courses. Ensure these are kept up to date and monitor trends. Provide a regular report to DMT on training in the ASC Operations department.
* Manage annual leave requests for senior ASC Operations colleagues, maintaining records and making them aware of any potential issue, including ensuring service coverage in the department.

**Budgets and finance**

* Provide departmental leadership of financial management systems and working with the Director of Operations and other budget holders ensuring that the departmental spend is on target and ensure staff are compliant with financial instructions.
* To lead budget management and control for the ASC Operations service, monitoring expenditure against target spend, conducting financial forecasting, and making information available to the Director of Operations to ensure that the department budget remains in financial balance.
* Act as a point of contact for budget and finance queries for ASC Operations colleagues and liaise with contacts from both finance departments as and when required.
* Manage the finance dashboard and oversee all purchase orders across the department, working with budget holders to ensure timely payments to all services providers and ensuring the team follow the appropriate procedures.
* Manage, monitor and be responsible for the department’s purchase card, making payments on behalf of the ASC Operations department as appropriate and reconciling these using the online systems.

**Communications & Stakeholder Engagement**

* To lead the coordination of proactive ASC Operations communications, in conjunction with the Council’s communications team and senior ASC Operations colleagues.
* Working closely with the Director of Operations to facilitate co-production for the improvements of pathways and operating models.

**Personal development**

* To achieve agreed outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
* Develop and maintain a good working knowledge of the department’s functions, customers and structures and of any important or high-profile issues.
* To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.

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| Personal Specification |  |

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| IMPORTANT INFORMATION FOR APPLICANTS |
| The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible. |

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| **CRITERIA** | **METHOD OF ASSESSMENT** |
| **EQUALITY AND DIVERSITY** | |
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| **PROTECTING OUR STAFF AND SERVICES** | |
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| **KNOWLEDGE and QUALIFICATION**  In depth working knowledge of common IT systems, particularly Microsoft Office and Excel  Knowledge of financial (OneOracle) and HR systems (Talent Link, Beeline, Bloom Procurement).  Project management or other relevant qualification is desirable (PRINCE 2/CAPM)  Interest in Adult Social Care and desire to be involved with improving the health and social care needs of Newham’s population  A good knowledge of local authority functions, structures and decision-making processes. | **Application/ Interview**  **Application / Interview**  **Application**  **Application** |
| **EDUCATION and EXPERIENCE**  Educated to degree level or equivalent  Experience of management skills or relevant training  Experience of developing positive relationships with staff and external stakeholders at all levels, partners and elected representatives.  Experience of creating a culture of learning, to maintain a capable and high performing workforce  Experience of providing pro-active personal support to high-ranking managers or executives to ensure best use of their time and energy | **Application / Interview**  **Application / Interview**  **Application / Interview**  **Application / Interview** |
| **SKILLS AND ABILITIES:**  Excellent written and verbal communication skills. This must include the ability to write effective reports and correspondence, communicating complex information concisely and to make effective presentations to a variety of audiences. This will include briefing papers for the Director of Operations.  Ability to provide pro-active personal support to senior members to ensure best use of their time and energy.  Ability to oversee budgets and working closely with the finance Business Partner.  Be able to manage competing workloads to meet deadlines.  Able to make decisions that demonstrate commitment to the Council’s vision for a better Newham  Able to work independently with minimal direction from manager.  Good problem-solving skills and using initiative to resolve situations independently | **Application / Interview**  **Application / Interview**  **Application /**  **Interview**  **Application / Interview**  **Application / Interview**  **Application / Interview** |
| **PERSONAL STYLE AND BEHAVIOUR:**  Ability to prioritise workload and undertake and complete projects in conjunction with day to day workload, ensuring project and routine deadlines are met  Commitment to working in an open and collaborative way with the Adult Social Care Operations teams, partners and residents  Commitment to confidentiality support the Director of Operations on sensitive issues | **Application, Interview**  **Application, Interview**  **Application** |