Job Profile

Adult Social Care Business Manager Grade: 11

JE ID: pos_15726

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About the Job

Reporting to the Head of Adult Social Care Services and Business Development, this role will lead the business function to support both operational teams and the wider support functions across Adult Social Care. The post holder will ensure ASC is compliant in all areas of business functions including operational decision making, governance, office accommodation, IT systems, data and quality and business development, linking with core council business support processes as appropriate. This role will also be responsible for leading on service improvements to include the development and the implementation of complex and multi-faceted transformation programmes and associated activities within the service, including cultural change, system change, remodelling of services, behaviour change and delivery of challenging savings targets. To effectively support the teams across Adult Social Care the role will have a lead officer for Data and Quality Assurance, a lead officer for Systems and Digital and a lead officer for Business Operations.

This is what we need you to do...

- Lead the Business Operations function and manage service development in ASC
- Lead and support delivery of all operational programmes/projects for the service,
- Design, develop and monitor systems to support and ensure compliance with all business processes including data monitoring, quality assurance, audit and administration
- Ensure effective programme / project governance and management (including stakeholder management, change control, risk and issue management, resource management) ensuring that corporate requirements are met
- Lead on the development and communication of robust programme / project plans and business cases, engaging stakeholders in the process
- Manage relevant staff within the Business Management Team
- Support the integration of delegated functions into GCC
- Manage the supplies / stationary budget and for the ASC ICT capital fund for the whole service
- Ensure all DLT/SMT decisions are effectively implemented to achieve

service aims creating and reviewing processes and systems as required

- Lead on all business continuity planning for the ASC Operations service
- Shape and support the communications agenda across the service area, and between the service and relevant stakeholders
- Ensure effective partnership working arrangements and maximise efficient service delivery, and opportunities
- Lead on all building requirements, development, planning and refurbishments for the service
- Support effective information collection / processes (service dashboards). Coordinate the provision of relevant management information, including that produced by the corporate Performance team and ensures data quality within the service is monitored and maintained
- Support service business planning in conjunction with relevant senior managers and monitor to ensure service targets are achieved through continuous quality improvement and effective and creative monitoring and evaluation

The ideal candidate will have...

Experience

- Effective management of staff and teams (some of who may not be direct reports)
- Experience of managing programmes / projects
- Working with senior managers and politicians
- Preparing and presenting precise and clear reports
- Managing multiple demands and responsibilities in order to meet challenging deadlines
- Experience of working in the public sector
- Experience of budget management
- Experience of managing complex, high risk programmes requiring significant culture change
- Complex benefits mapping, including using benefits realisation plans to deliver cashable benefits
- Delivering and managing business support services
- Developing service standards
- Experience of identifying and managing risk, and planning appropriate interventions

Knowledge, Skills and Understanding

- Able to work with and exercise influence across a range of stakeholder, including managers senior to post holder
- Able to present a well-argued, robust business case
- Problem solving, analytical skills and benefits management
- Understanding the role of local government and its partners
- Advanced skills in solving complex or contentious problems
- Communications skills, negotiation and influencing skills
- Knowledge of social and care legislation and ability to apply knowledge appropriately to business objectives
- Able to demonstrate an understanding of people management issues e.g. recruitment and retention, performance management.
- Able to demonstrate a sound knowledge of quality assurance / service improvement methods.

Behavioural attributes

- Must display the Gloucestershire County Council Leadership Behaviours
- Collaborative approach
- Self motivated and self determined
- Excellent written and verbal communication skills
- Good negotiation skills
- Able to both lead and work as part of a team
- Able to motivate and influence others
- Self-aware and open to learning
- Able to take and communicate decisions in a timely manner
- Able to enthuse, achieve buy in and drive change
- Well organised and able to meet deadlines
- Evidence of ability to influence multiple stakeholders at a senior level
- Ability to work under pressure

Education & Qualifications

Essential

- Educated to degree level relevant to the role or equivalent
- Programme / Project Management Qualification
- A recognised business or management qualification, or equivalent business management experience and training

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.