

Job Profile

Adults Commissioning Business Manager

(JE ID: Pos_15726)

Grade: 11

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About the Job

As the Business Manager you will be working closely with the Heads of Commissioning and Senior Commissioning Managers in the Adults Hub. You will be responsible for supporting the hub with effective business management, staff capacity and resourcing including staffing reviews, recruitment, compliance and other related business functions. The post-holder will also work closely with the Senior Leadership Team and partners in the wider organisation to lead business planning, and change management. The role will work closely with the Senior Leadership Team on organisational development to secure and foster high expectations, equity and respect for diversity in our relationships and partnerships.

This is what we need you to do...

- Lead the business operations function and manage the business and admin function of the Adults Hub.
- Together with the Budget Manager, manage and monitor the staffing budget to ensure that spending is within budget and be proactive in flagging the need for additional funding or the need to control costs where appropriate
- Prepare, develop, review, monitor and communicate the Business Plan in conjunction with the SLT to ensure performance aims and targets are achieved through continuous quality improvement and effective and creative monitoring and evaluation
- Design, develop and formulate monitoring and information collection systems to ensure compliance with all business processes including finance, audit and administration
- Co-ordinate the provision of relevant management information, including that produced by the corporate Performance team and ensure data quality within the service is monitored and maintained
- Lead on, monitor and review all business continuity planning for the Adults Hub.
- Project manage large and small-scale change projects.
- Ensure effective and timely communication across the Hub and with internal departments and external contacts
- Lead on defining and tracking staffing capacity and resource as part of clearly identifying capacity to support business prioritisation working alongside SLT.
- Escalate risks and work with Senior Leadership to ensure effective controls are in place to ensure minimum service impact/disruption.
- Supervise and line manage the Adults Hub Commissioning Support and Admin team, Apprentices and Graduate Trainees and other staff as appropriate including undertaking performance management responsibilities appropriately.
- Lead and manage recruitment of staff including Commissioning Managers, Commissioning Officers, Commissioning Support Officers and Admin staff, and advise on the process for senior recruitment.
- Lead on all building /environmental requirements, development, planning and refurbishments for the service.
- Lead on Health & Safety, risk assessment and risk management.
- Create and implement an appropriate induction and training plan for new starters to have the requisite skills and knowledge to deliver their role, where required
- Research and communicate best practice, new/revised policy and other areas of key learning to ensure appropriate CPD for all Hub staff.
- Act as a change agent, delivering outcomes through others using communication, influence and engagement
- Focus on and promote Equality, Diversity & Inclusion both through the commissioning process and within the team ethos.
- Develop and lead on Inclusion Allyship, creating and sustaining a Community of Practice approach to ED&I.

- Implement and support ongoing team wellbeing through raising awareness of wellbeing activities available, promoting healthy lifestyles and positive mental health.

The ideal candidate will have...

Experience

- Effective management of staff and teams
- 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 stakeholders, 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.

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.

Behavioural attributes

- Must display the Gloucestershire County Council Leadership Behaviours
- Collaborative approach
- Self-motivated and self-determined
- Excellent written and verbal communication skills
- Excellent negotiator who uses a variety of methods to gain support for ideas, strategies and values
- Committed to high standards
- 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
- Flexible approach ensuring achievement of objectives within constantly changing and complex situations and environments

Education & Qualifications

Essential

- Educated to degree level or equivalent
- A recognised business or management qualification, or equivalent business management experience and training
- Working in the area of Local Government