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Senior Business Manager

Job Title:	Senior Business manager	Grade:	15
Department:	Adults Operations	Post no.:	
Directorate:	Adults and Public Health	Location:	Perceval House

Role reports to:	Assistant Director – Social Care Operations
Direct reports:	3 – 5
Indirect reports:	15 - 20

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.
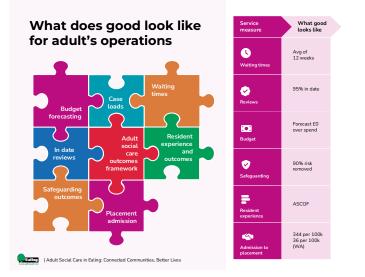
Purpose of role

- To deliver excellent business management support to social care operations resulting in effective service delivery for Ealing residents

- To lead the effective delivery of projects and programs across adult social care operations, this will include direct and indirect project management

- To be part of the leadership team in operations delivering a culture of continuous improvement

- To support heads of service and assistant director to have systems and resources that are effectively deployed

- To deliver effective governance and financial/budget management for social care operations

Key accountabilities

1. To carry out all duties and responsibilities with due regard to the Council's Equality & Diversity Policy, Health and Safety requirements and within all legislative, regulatory and departmental policies and procedures.

2. To lead the Team and ensure staff receive regular supervision, appraisal and training and are effectively performance managed

3. To prepare complex reports within tight deadlines for submission to ASMT.

4. To lead and manage the business support team in social care operations

5. To advise the operational leadership team in adults on opportunities, risks and issues related to business and project management

6. To deliver a portfolio of projects and programs across adult social care operations, working collaboratively with interfacing teams to deliver coherent end to end business processes and systems

7. To input to communication plans and material across the directorate

8. To ensure adequate resource allocation of business support across adult social care operations

9. To ensure effective organisation of relevant management meetings including boards and governance

10. To present to stakeholders reports on progress, problems and solutions

11. To support the collation of data and information in line with reporting and assurance requirements

12. To provide administrative and other support which enables effective workforce development

13. To pick up specific one off and ongoing pieces of work which support the effective running, oversight and assurance of adult social care

14. To develop and maintain effective relationships across adults social care, the wider council and external stakeholders

15. To leverage information technology to support efficient operations delivery including contact methods

16. To identify opportunities for improvement across all areas of social care operations including using innovative and technological opportunities e.g. AI, automation and robotics

17. TO ensure that panel and other decisions making processes operate effectively

18. To analyse a range of data sources and produce reports which show progress, risks and other insights on a range of operational matters

19. To attend meetings and to represent adults services relevant to duties in the post

20. To oversee all requirements and functions relating to information and technology. To participate in multi-disciplinary working groups to develop specifications, information matrices and training programmes to facilitate computer developments within the service, ensuring good quality information and systems are in place and fully utilised by the services staff group.

21. Leadership and management of staff within the Business Management & Support service area, promoting high standards of service delivery, ensuring adherence to the Council's supervision policy, and to monitor compliance and consistency, in order that the quality of work complies with agreed standards.

22. To ensure that training needs and the development of staff are identified through the appraisal and supervision process and that the service plan reflects these needs, in order for them to be considered in the Division's training plan.

23. Use statistical evidence for the management of individual and team performance and identify development and training needs.

24. Motivate teams to develop ideas that improve business performance, establish best practice and control costs.

Key performance indicators

Key relationships (internal and external)

- Adults Senior Management Team

- Data, systems and Performance Team
- MOSAIC support team
- Commissioning teams
- Operational team

- Principal Social Worker

- Communications department

- NHS

Authority level

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Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Excellent knowledge and understanding of local government and internal department relationships

2. Excellent understanding or ability to learn effective exploitation of IT solutions to drive improvements, including but not limited Power Automate, robotics, artificial intelligence and Office 365 suite of resources

3. Strong communication and interpersonal skills, and the ability to build credibility

4. Ability to manage a team delivering diverse activities including effective coaching and identification of development opportunities

5. Proven ability to, own and overcome complex obstacles to the delivery of projects.

6. Confidence in decision making ability, able to lead autonomously within area of responsibility

7. Track record of leading structured projects to deliver on time and on budget

8. Experience of reviewing processes, identifying areas for improvement and delivering tangible improvements

9. Working knowledge of adults social care legislation and operational effectiveness to deliver against this

10. A strong commitment to equalities and diversity, including a good knowledge of relevant council policies

11. Experience of successfully complex cross-directorate programs and projects in an organisation of similar scale and complexity

Essential qualification(s) and experience

1. Experience of establishing project and programme management arrangements.

2. Experience of working on local government/public sector change and transformation programmes and/or projects and delivering benefits (outcomes and financial).

3. Ability to investigate, propose and lead on the implementation of the improved processes in developing the sections IT systems.

4. Qualification in a recognised Project Management qualification (e.g. Prince2 - Practitioner Level or AGILE project management), and substantive experience delivering in project environments.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards