

**THE CITY OF EDINBURGH COUNCIL
DEPARTMENT OF HEALTH AND SOCIAL CARE**

JOB DESCRIPTION

SECTION : Business Services
POST : **Business Manager**
RESPONSIBLE TO : Business Development Manager

PURPOSE OF JOB

The Business Support Manager will be a member of the sector management team and will take responsibility for the support services element of the Service Plan. A key aim of the Business Support Manager will be to free up management time (to enable them to concentrate on improving services) by undertaking the management of the support service in the sector.

The Business Support Manager will also be a member of the sector business management team and will take responsibility for ensuring consistency of business practices across the five sector business teams.

In particular the Business Support Manager will be responsible for and manage the delivery and development within the sector of:

- client records and data quality
- budget management and financial planning
- management information and statistical reporting
- change management
- personnel recording and reporting
- office support services

MAJOR TASKS/JOB ACTIVITIES

Take part in the management of the sector

Take an active part in the sector management team

Undertake analysis of data, policies and procedures available within the sector and externally in order to advise staff on problem resolution and prevention, with regard to the post's areas of expertise.

Investigate relevant matters arising from the management team; prepare recommendations and reports for these groups and also for management of the department as required.

Take part in the management of the sector business services

Take an active part in the sector business management team.

Contribute to the development of council and departmental policies, procedures and systems, ensuring they are implemented consistently within your sector. In conjunction with other business managers undertake regular reviews of procedures and systems and update as necessary.

Client Responsibilities

There are currently 26,000 open records and over 86,000 in total.

Provide sector managers with regular and ad hoc client information reports and advise managers on all matters relating to sector client information including trends and areas of concern.

Provide practice team staff with routine reports that trigger workflow, such as reviews due etc.

Develop systems for maintaining client records (both electronic and paper) that comply with central procedures and fulfil management information requirements at both sector and central level.

Monitor the quality of client information and take action to rectify data of poor quality.

Provide sector statistical information and performance indicator data required by central staff and other external agencies. Ensure required accuracy and quality of the information supplied.

Liaise and attend meetings as required with SWIFT personnel and other central staff on client matters.

Respond to client queries and complaints.

Financial responsibilities

Direct responsibility for a staffing budget of approx £250,000 and income of approx £3.5M (across 5 sector teams) and indirect responsibility for Care at Home Budget £9M (across 5 sector teams) and Occupation Therapy Budget £3M (across 5 sector teams)

Provide sector managers with regular and ad hoc financial reports and advise managers on all matters relating to sector finances including planning and budget monitoring.

Develop systems for recording all financial transactions that comply with council and departmental policy and guidance, finance regulations and the scheme of delegation.

Maintain accurate accounting records for sector finances. Ensure records balance on a weekly basis and reconcile with bank balances and central council systems on a monthly basis.

Monitor the quality of financial records and take action to rectify data of poor quality.

Organise purchasing activity including ordering and receipt of goods. Liaise with the Central Purchasing Unit to ensure invoices are paid.

Liaise and attend meeting as required with finance personnel and other central staff on financial matters.

Ensure compliance with Care at Home procedures, ensuring all clients receiving a Care at Home service are recorded on departmental systems and that actual cost and commitments are accurate.

Ensure compliance with financial assessments and charging procedures, ensuring all clients assessed as needing services are financially assessed and charged accordingly.

Track and maintain records on other funding streams including Supporting People and Health funding and ensure income is collected monitored.

Personnel responsibilities

Ensure compliance with statutory legislation and council policies and procedures within the sectors and undertake day to day management and co-ordination of all personnel management matters including personnel returns and staff claims.

Provide induction for all new staff on office procedures.

Ensuring in conjunction with all managers within sector that all staff records and other returns are completed in accordance with departmental policy.

Support staff management

Manage all support staff:

- Undertake staff recruitment, selection, training and allocation of duties.
- Deliver in-house training to groups of support staff from across all sectors.
- Operate the Council's Managing Sickness Absence Procedure for support staff within the sectors, including the implementation of occupational health recommendations.
- Undertake investigations and application of disciplinary and grievance procedures, where appropriate.
- Implement support staff Development and Review procedures for support staff.

Manage support services

Liaise with Estates Management to notify property and maintenance problems arising.

Manage the provision of administrative, office, reception services and buildings.

In conjunction with all managers determine the allocation and priority of duties.

Ensure that office stationery and supplies are appropriately maintained and that adequate levels are available for practice team and support service requirements.

Ensure the provision of suitable technical and ICT support to practice teams and support staff. Monitor response of BT Syntegra Help Desk to repair requests.

Act as Safety Officer for the sector. Ensure that buildings and grounds are in a safe condition at all times and that safety procedures are reviewed on a regular basis. Maintain a detailed knowledge of the relevant Health and Safety legislation. Maintain links with Health and Social Care health and safety staff.

Service development

To contribute to departmental change management agenda.

Contribute to working groups to review systems and procedures relevant to sector in liaison with a range of personnel from within Department.

Build on best practice, ensuring good practice is identified, rolled out to other sectors and integrated into procedures and guidance.

Identify training needs of own staff. Develop and deliver training and briefing sessions, or otherwise arrange training to address identified requirements.

RESPONSIBLE FOR

1-2 Administration Assistants
8-16 Support Assistants GS1/3

DECISIONS MADE IN THE COURSE OF JOB

Management of client records
Management of delegated budget.
Implementation of council and departmental policies on client information, finance and personnel. In conjunction with other Business Support Managers, development and review of all support services policies and procedures.
Recruitment, selection, deployment, performance management and discipline of all support staff.

SUPERVISION RECEIVED

The Business Performance Manager will provide regular supervision. Guidance and support will also be available from Sector Manager.

CONTACTS

Regular provision of professional advice to the Sector Manager on matters of client records, finances, budgets and information systems and support staffing deployment.
Regular contact with Business Performance Manager to develop and review departmental procedures and policies.
Regular contact with Children and Families Business Support Managers to ensure areas of joint responsibility are covered, including building, cash and reception.
Contact with practice team staff in the resolution of support services issues.
Contact with departmental personnel including Research and Information, SWIFT and Data Quality staff with regard to the provision of statistics and information and their quality.
Liaison with central departments including Finance and Personnel to ensure appropriate financial and personnel procedures are being followed.
Liaison with Building and ICT Services
Contact with people who use services, taking queries and complaints.
Contact with Health professionals

EDUCATIONAL/VOCATIONAL QUALIFICATIONS REQUIRED

The postholder will be educated to HNC/HND level in a relevant subject or provide a relevant alternative professional qualification.

EXPERIENCE REQUIRED

The postholder will bring to the post considerable experience of operating at management level, such that they can make an immediate contribution to the management team and positively impact on the effectiveness of the sector's support services. This experience will include managerial responsibility within a business environment. It is essential for the postholder to have experience of managing client records, budget responsibility and monitoring, staff management and working in a computerised environment as is a demonstrable ability to work autonomously and as part of a team.

COMPLEXITY

https://edinburghcouncil-my.sharepoint.com/personal/9051439_edinburgh_gov_uk/Documents/Downloads/HSLCNHS Business Manager JD.doc

Responsible for advising the Sector Manager on the operation of client, financial and other policies, procedures and practices relevant to sector.

Responsible for analysing client and financial information and advising the Sector Manager on areas of concern and action required to remedy the situation.

Responsible for ensuring the sector's client records are managed according to the department's procedures and records are kept up to date.

Responsible for ensuring the sector's finances are managed according to the council's procedures and all expenditure and is accounted for.

Responsible for implementing the Departmental Charging Policy and maximising income including income from Health.

Undertake the management of absence for staff co-ordinating the various parties, which contribute to the operation of the policy.

Managing staff in different offices to ensure that the range of support services is effectively provided; make changes to staff deployment in response to the changing needs of the sector.

CREATIVITY

Production and analysis of client information, identification of poor quality information and development of solutions to improve quality.

Production and analysis financial information, assessment of financial overspends and development of solutions to ensure sector teams keep within budget.

Identify systems that could be improved and take action to test out new system and where it can be demonstrated that the new system enhances service move to have the practice adapted across all sectors and procedures and guidance adapted accordingly.

Maximise the use of IT systems to trigger workflow and reduce reliance on manual systems.

Interpretation and application of council policies and procedures across the broad spectrum of sector activity.

ADDITIONAL INFORMATION / CONDITIONS:

The offer of appointment would be conditional on a satisfactory criminal records check with Disclosure Scotland Bureau. If your application is successful then you will be required to complete the Disclosure Application and the criminal records check will be undertaken prior to any offer of appointment being made.

Business Support Manager [Health and Social Care] – Employee Specification

	ESSENTIAL	
Experience	<p>A minimum of 2 years experience of operating at a management level including managerial responsibility for either financial, personnel or facilities management.</p> <p>Wide ranging use of Microsoft Office, Databases, Spreadsheets etc.</p> <p>Proven experience of budget responsibility and budget monitoring.</p>	Experience of Public Service
Knowledge, Skills and Understanding	<p>Ability to contribute to, interpret and implement council policies and procedures.</p> <p>Good communication skills both written and verbal.</p> <p>In conjunction with all managers determine the allocation and priority of duties.</p> <p>Ability to manage change, to introduce new initiatives and revise systems and processes.</p> <p>Proven organisational skills.</p> <p>Ability to work autonomously and take informed decisions.</p>	Knowledge of Administrative procedures.
Qualifications and Training	Educated to HNC/HND in Administration or an equivalent professional qualification.	
Competencies <i>(Core Corporate Competencies)</i>	<p>Being Customer Focused</p> <p>Working Effectively with Others</p> <p>Dealing Positively with Change</p> <p>Taking Personal Responsibility</p> <p>Communicating Effectively</p> <p>Planning and Decision Making</p> <p>Leading the Organisation</p> <p>Managing and Developing others</p>	

Job Related Competencies	<p>Demonstrable analytical skills.</p> <p>Ability to manage disciplinary, grievance and absence management cases.</p> <p>Ability to delegate and allocate work effectively.</p> <p>Ability to deal with people at all levels and to establish good working relationships.</p> <p>Ability to lead a team and develop/motivate staff.</p> <p>Confidence and maturity to deal with demanding and complex issues in an environment.</p> <p>Creative problem solving skills.</p>	
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