



LONDON BOROUGH OF MERTON
COMMUNITY AND HOUSING DEPARTMENT
JOB DESCRIPTION

POST TITLE: Business Manager – Community Care

Grade: PO6 (ME16)

DIVISION/SECTION: Community Care

Location: Civic Centre

Responsible to: Head of Community Care

Responsible for: Financial Assessments team; Direct Payments team; and Community Care Project Officer.

Post number:

date: November 2006

1. MAIN PURPOSE

The post has responsibility for integrating a diverse range of business functions and processes across the department's social care division including: performance planning and monitoring, Service/business planning, information and communications, business processes, project and change management.

The post holder is responsible for the management of the Financial Assessment and Direct Payment Teams as well as the direction and management of the Community Care Project Officer. The post holder is a key contributor to the management of the Community Care Division.

2. MAIN DUTIES AND RESPONSIBILITIES

The post holder leads on developing and integrating continuously improving business processes for the Community Care Division. This requires the post holder to provide an innovative service which improves business performance while collaborating with other departmental and corporate officers to ensure compliance with departmental and corporate policies, procedures, and practice standards in all aspects of work for which the post holder and subordinate staff have responsibility.

- 2.1 Lead the review, development and implementation of business processes that support and drive improvement in operational services.
- 2.2 Co-ordinate the production of the divisional service plan, ensuring robust, good quality input from service managers and other staff as necessary.
- 2.3 Enable the continuous development of a planning and performance-based culture, providing support and guidance to service managers.
- 2.4 Work with the department's Planning and Performance Manager to ensure that the division's contribution to national, corporate and departmental information requirements are met.
- 2.5 Direct and manage the Financial Assessments team leader.
- 2.6 Direct and manage the Direct Payments team leader.
- 2.7 Direct and manage the Community Care Project Officer.
- 2.8 Liaise and collaborate with finance staff across and external to the department to ensure that the division has robust and effective finance processes, systems and information.
- 2.9 Support staff in the scoping, planning, implementation and management of projects.
- 2.10 Deputise as required for the Head of Community Care and generally support him/her in the efficient management and leadership of the division.
- 2.11 Liaise and collaborate with support staff across the department and external to the department to ensure that the priority support needs of Community Care are met within available resources. This will include business systems support, marketing, quality development and performance management.

- 2.12 Contribute to the development of the strategic direction for Community Care services as a key member of the management team.
- 2.13 Represent the division in links to corporate and external support functions, stakeholders and partners.
- 2.14 Lead and enable income maximisation through general and specific projects across the division.
- 2.15 Provide advice, assistance, coaching, mentoring or other facilitative support to staff in resolving specific challenges, developing alternative solutions and business opportunities.
- 2.16 Undertake such other duties as may be required by, or on behalf of the Director, provided they fall within the range and scope of the duties of the post as set out in the preceding paragraphs and are commensurate with the grade of the post.



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PERSON SPECIFICATION

POST TITLE: Business Manager - Community Care

Grade: PO6 (ME16)

1. Knowledge

- Knowledge and understanding of service delivery in a public sector environment.
- Knowledge of sound financial management processes and value for money assessment tools.
- Knowledge of business process mapping.
- Knowledge of the application of information technology to business processes.

2. Skills

- Ability to lead, manage, mentor and motivate staff to achieve outstanding results.
- Strongly customer focussed.
- Ability to focus on the achievement of objectives, taking ownership of issues and ensuring deadlines are met; ability to adapt effectively to changing priorities and workload.
- Highly literate and numerate.
- Ability to influence, persuade and achieve through others.
- Effective problem solver, ability to assimilate information from a range of sources, effectively defining requirements and problem issues.

3. Experience/Training

- Experience of developing business processes, policies and systems to enhance business operations and ensure continuous improvement.
- Evidence of effective management of staff and resources.
- Evidence of effective project management and consistent achievement.
- Experience of working in a multi-disciplinary environment.

