



LONDON BOROUGH OF MERTON

CORPORATE SERVICES

JOB DESCRIPTION

POST TITLE: Senior Business Manager

Grade: MGA

DIVISION/SECTION: Adult Social Care Department

Location: Civic Centre

Responsible to: Assistant Director of Adult Social Care & Head of Service for Direct Provision

Responsible for: Business manager, Business Support Officers, Bank Administrators and Support Workers

Post number: New Post

Date: Nov 2020

MAIN PURPOSE

- To provide leadership management of the department's strategic and business resources to support the department in the delivery of a wide range of high quality care and support services, enabling older people and people with physical and or learning disabilities to live as independently as possible with dignity and choice.
- To provide day to day leadership, guidance and support to all social work teams such as brokerage, contracts on social care business processes.
- To provide regular social care performance, financial information and management information to the Director of Community & Housing, Assistant Director of Adult Social Care, Head of Direct Provision, other Heads of Services and members on the departments placements £45m performance data.
- To be a key member of the Adult Social Care and Direct Provision management teams and to provide support to all areas on all aspects to enable the department in the delivery of its service.
- To liaise with Children Services to ascertain details and keep track of children transitioning to adults.

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- To lead on contractual relationships for individual service users and external agencies for the Direct Provision Services.
- To work with other departments/partners to ensure efficient delivery of services and implement improvements as required. Also to liaise on social care system issues.

MAIN DUTIES AND RESPONSIBILITIES

- To develop and improve systems to support effective and efficient service delivery, using management information to monitor, manage and improve services.
- To have responsibility for relevant policy and procedures generation or revision within the service.
- To understand the effects and implications of government policies, legislation and directives and develop effective strategies for current initiatives and long-term trends and developments.
- To support unit managers in commissioning and implementing new services, acting as finance lead for new commercial opportunities.
- To keep abreast of development in the commercial and business management of service delivery, both in local government and in other sectors, and make proposals to ensure that the functions of the division operates in accordance with good practice.
- Responsible for workforce planning, performance management and development of staff to ensure that services are provided in line with the requirements in service plans and departments performance indicators
- To establish, monitor and develop standards of service delivery to achieve high levels of customer's satisfaction.
- Identify staff development and training needs with regard to budget management and provide relevant staff training.
- To lead and co-ordinate the continuous improvement of administrative and social care systems and processes to support adult social care.
- Analyses, prepare and report on adult social care placement data. This includes data on transitions tracking, deaths, starters, leavers, average costs and trend analysis
- To be responsible for the calculation and preparation of the services various unit costs for presentation to Director of Community & Housing, Heads of Services, Director of Corporate Services and members on a monthly basis.
- To be responsible for the Direct Provisions Development and the Concessionary Fares £9m budget.
- To directly manage and monitor the expenditure of the £60 m ASC placement budget.
- Responsible for the day to day provision of guidance to Adult Social Care staff and the monitoring of the deferred payment scheme.
- Responsible for business plans, DMT papers and bids for social care system related issues.
- To lead and manage the financial planning processes for Mosaic (Social Care System) and CM2000 etc to ensure that the systems are effective in monitoring expenditure and income
- To produce price lists and brochures for the division

- To lead and manage the planning processes for the Direct Provision division, ensuring that appropriate targets are set, monitored and measured.
- Responsible for setting salary estimates for the Direct Provision Service
- To be responsible for the provision and analysis of management information for strategic recommendations such as staffing plans
- To ensure the preparation and timely return of budget monitoring returns by the Direct Provision budget managers and regularly review spending levels. To provide one to one training where necessary.
- To ensure that the department keeps accurate financial and administrative systems in accordance with the authority's financial regulations; ensuring that accurate financial records are maintained
- To prepare financial appraisals for projects and the development of long term initiatives for the division
- To Lead small projects and implement changes and improvements within agreed cost, time and quality standards
- To maintain, manage and complete monthly reconciliation of the amenity account fund and ensure that managers comply with the borough's regulation
- Liaise with Corporate Finance regarding all finance related issues
- To build and maintain relationships with internal and external stakeholders
- Provide line management and budgetary control for the Placement Monitoring Officer, business manager, business support officers, administrators and support workers.

Other Duties

- To be familiar with and act in accordance with the council policy in respect of confidentiality, health & safety, code of conduct, customer care and equalities and Diversity.
- To work proactively with the Business Improvement team

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PERSON SPECIFICATION

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Qualifications and Experience

- Equivalent senior management with some accounting experience.
- Experience of working alongside senior managers and providing detailed financial analysis, advice and challenge to budget holders.
- Experience of leading a team, advising and supporting senior managers and directors.
- Experience of social care day to day management issues.
- Experience of developing in depth technical understanding of complex financial issues to support financial planning
- Experience of interpreting complex or detailed legislation, policy or strategy documents to identify financial implications and deliver insight
- Experience of developing expertise in non-financial subjects to support customers

Skills and Knowledge

- A good working Knowledge of Adult Social Care
- Detailed knowledge and understanding of public sector funding.
- Strategic awareness of issues relating to management of performance and development in a complex organisation.
- Understanding and application of business and financial principles viewing business issues in terms of costs, income generation and added value
- Knowledge of computerise financial information systems, word, excel, social care systems and other standard software.
- Knowledge on financing and funding opportunities
- Knowledge of finance issues in the local authority services
- Experience of managing a range of functions in social care finance
- Highly developed planning and organisational skills
- Ability to develop practical and creative solutions to the management of social care service issues
- Ability to use initiative and organise work
- Ability to interpret legislations and regulations
- Ability to meet and manage competing deadlines
- Ability to develop strong working relationships and establish personal credibility with a wide range of stakeholders both within and outside the Council
- Evidence of the application of advanced analytical skills
- Ability to establish positive relationships with colleagues that generates mutual confidence and respect

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- Capability to work independently, making decisions and taking responsibility for resolving issues

Personal Style and Behaviours

Please refer to LB Merton's Model of Leadership Behaviours