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| Post: | Business Manager |
| Department | Improvement and Development |
| Location: | All Wales with offices in Cardiff & St Asaph |
| Pay Band: | B1 £30,406 – £36,396 |
| Responsible for: | Portfolio of responsibilities and activities for managing the business functions of the department  Line management responsibility for Business Support Officers and Project Officer across St Asaph and Cardiff offices |
| Reports To: | Assistant Director |
| Type of contract: | Permanent |

**Job Purpose:**

In your areas of work:

* Contribute to setting and meeting the strategic objectives of Social Care Wales
* Manage the delivery of excellent business support services which support the division’s work programme
* Provide direction, influence and broker solutions externally and internally
* Plan, lead and deliver innovative approaches, in partnership & collaboration, to respond to engagement and product development needs of the sector
* Maximise impact of our engagement with the sector, and establish business processes and leadership that enable us to effectively plan, deliver and monitor our engagement and product development activities
* Manage supervision of resources, including providing leadership to internal and external colleagues
* Promote the breadth of resources and expertise of Social Care Wales
* Provide advice and guidance internally and externally.

**Key Relationships:**

* Workforce, employers, and colleagues from research and data disciplines
* Colleagues across Social Care Wales
* National & Regional Partners including Welsh Government, third, independent and statutory settings
* Unpaid carers and individuals using care and support, citizens

Core Responsibilities

1. Leadership and Strategy

**Demonstrate leadership behaviours that are consistent with Social Care Wales & public service leadership values through the implementation of the Social Care Wales Strategic and Business Plans**

Lead on the organising, development and delivery of business and project support to the Improvement and Development Division, to maximise available resources and impact, working closely with the Communications & Public Affairs Manager, Engagement & Development Manager, Improvement and Development Managers and Corporate Team as necessary.

Ensure connectivity of business responsibilities to the delivery of the Social Care Wales strategic plan. This will require a close working relationship with colleagues internally to maximise capacity and skills, particularly those from the corporate and finance teams.

* Inform and contribute to Social Care Wales strategic and operational objectives, drawing on sector intelligence as well as experience of colleagues.
* Communicate Social Care Wales’ vision and ambition with energy and commitment connecting the ambition to areas of work
* Line manage others to create a positive working environment. Guiding and directing your team in their work with colleagues which results in support for project and programme delivery, through excellence in standards, best value and sustainability.
* Line manage the project support for the development of the Information Hub initiative and the updating/contribution of wider Improvement and Development information to the Social Care Wales website.
* Develop the team to ensure succession planning and skills development which supports individuals to achieve their work potential.
* Review and evaluate performance along with information and data when needed.
* Coordinating the timely and accurate updating of work plans and project spend that feed into the operational and strategic plans as required, liasing closely with corporate and finance teams.
* Deputise for the Assistant Director as and when required and undertake other responsibilities that may reasonably be requested.

**2. Quality**

**Ensure Excellence in Service Delivery**

* Be accountable for championing and delivering quality in areas of responsibility that will ensure delivery of excellent service, internally and externally. Striving to continually build and improve (through the work of the Business Sport Team) the reputation of Social Care Wales in the eyes of it’s partners and stakeholders.
* Ensure areas of work are informed by sound practice and standards and are responsive to varying project and programme requirements as well as the wider organisational expectations.
* Provide professional advice internally and externally to problem solve and maixmise best use of resources across the organisation.
* Support knowledge and information transfer and development of colleagues internally

**3. Governance**

**Contribute to the effectiveness of Social Care Wales through good governance and management**

* Be part of the organisation and division management team
* Ensure line management duties and responsibilities are carried out in line with organisational expectations and standards
* Adhere to Social Care Wales governance arrangements and commitment to supporting the vision and ambition of ‘one public’ sector
* Ensure matters of concern (reputation and performance) are communicated to the Leadership Team and that risk mitigation is appropriately managed and reviewed.
* Follow our procurement strategy to support value for money maximising return on investment for the wider public sector.
* Look for opportunities to work with colleagues internally, to support collaborative partnership arrangements that support value for money approaches and maximise resources

**PERSON SPECIFICATION**

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| Post: | Business Manager |

We expect all our staff embrace and demonstrate behaviour that is in line with our Organisational Values and code of conduct.

**Respect Everyone**

Seeing people as Individuals and treating everyone with dignity and respect

**Professional Approach**

Acting responsibly and appropriately, holding each other to account.

**Always Learning**

Improving ourselves and supporting others to be the best we can be.

**Involve People**

Encourage and enable everyone to work together

All officers at this grade will have core competencies that reflect the role required for Social Care Wales but each post will have a particular focus dependant on the needs of the organisation at the time of advertising. The particular focus of this post is to manage the team responsible for the delivery of excellent project and programme support, establishing business processes and leadership that enable us to effectively plan, deliver and monitor our engagement.

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|  | Essential | Desirable |
| Qualifications | Good level of education.  Evidence of ongoing continuing professional development | Degree level education; or equivalent professional qualification; or experience in social care |
| Experience | Experience of evaluating impact of areas of work.  Experience of managing  resources including budget and project management to deliver business objectives and meet targets.  Experience of managing and leading teams including  responsibility for supervision and appraisal of team members  Responsibility for leading specific areas of work and/or projects | Recent experience of directly working in the social care or early years sector. |
| Skills & Attributes | Ability and demonstrable  experience in working  collaboratively and proactively in developing strong relationships  internally and externally.    Excellent interpersonal and communication skills and a desire to problem solve.  Ability to manage the delivery of all aspects of project and programme support to an excellent standard.    Assemble, analyse and interpret business information    Capacity to understand complex issues and articulate them clearly, accurately and concisely in presentations and reports  Ability to work under pressure and to tight deadlines. | Ability to perform duties bilingually in Welsh and English |
| Travel | Ability and agreement to travel between St Asaph and Cardiff offices as necessary. |  |

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**Confidential**

**Application form**

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| Post applied for: |  |

For HR use only:

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| Candidate Reference Number |  |

**Application form Confidential**

This form will need to be photocopied, please type or write clearly in black ink – Please do not remove any of the perforated pages.

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| **Personal details** | | |
| Last name - Mr/Mrs/Ms/Miss | | |
| First Names(s) | | |
| Home Address | | |
| **Telephone No.** | Daytime: | Home: |
|  | Mobile: | e-mail: |

**References**

Please give details of two previous employers to whom we may apply for a reference. One of these must be your present or most recent employer - if applicable.

**References for all shortlisted candidates will be taken up prior to the interview.**

**If you do not want us to contact your referees at this stage please tick the box:**

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| --- | --- |
| 1. Name: | 2. Name: |
| Job Title: | Job Title |
| Capacity: | Capacity: |
| Address: | Address: |
| Postcode: | Postcode: |
| Telephone: | Telephone: |
| e-mail: | e-mail: |

**Relationships**

Have you any friends or relatives employed by the Social Care Wales? If so, please provide name(s) and relationships with those named:

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**Legal status to work in the UK**

Do you have the legal right to work in the UK? Yes/No

If ‘YES’ but there are conditions attached, for example start or finish dates, please give details:

If ‘NO’ what type of permit do you require?:

**Availability**

Are there any dates during the next two months when you cannot attend for interview?

**Education/qualifications**

Please give name and type of establishment, beginning with Secondary School and list qualifications gained.

| **Establishment** | **Qualifications** |
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**Membership of professional bodies and professional qualifications**

Please give details of your membership of professional bodies and the level of qualification attained.

| **Date** | **Professional Organisation** | **Level of membership attained** |
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**Additional training**

Please detail any further or specialist training undertaken or continuing professional development.

**Employment**

If you are a school/college leaver include details of holiday jobs.

**Present or last employer**

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| Name, address and nature of business: |
| Position held and responsibilities: |
| Dates (Month and Year) From: To: |
| Salary (now or on leaving): |
| Notice Period: |
| Reason for leaving: |

**Previous employers**

Starting with the most recent. Add more rows if necessary.

| **Name and nature of business** | **Position held and responsibilities** | **Duration - months and years** |
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**Person Specification**

Please explain how you meet the following criteria by providing examples from previous experience *(please note: the boxes will expand as you write in them)*

**Essential**

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| Experience of evaluating impact of areas of work. |
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| Experience of managing resources including budget and project management to deliver business objectives and meet targets. |
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| Experience of managing and leading teams including responsibility for supervision and appraisal of team members |
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| Responsibility for leading specific areas of work and/or projects |
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| Ability and demonstrable experience in working collaboratively and proactively in developing strong relationships internally and externally. |
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| Capacity to understand complex issues and articulate them clearly, accurately and concisely in presentations and reports |
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**Desirable**

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| Ability to perform duties bilingually in Welsh and English |
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**How did you hear about this position?**

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**Declaration**

I confirm that the details of this application and the evidence of competency provided in support of it, are to the best of my knowledge true and accurate; and I consent to Social Care Wales processing, by means of a computer database or otherwise, any information I have provided for the purposes of employment with Social Care Wales.

Signature**:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_