



JOB DESCRIPTION

**Form
JD1**

	iii.	An understanding of the customers and suppliers.
	iv.	Understanding of operational reports based on robust performance data.
	v.	Health and Safety for staff, service users and visitors on site and compliance with all Health and Safety policies and procedures.
	vi.	To Champion progression and development of community led support within the service
	vii.	Direct line management of Team leaders and Hub Co-ordinator
	viii.	To monitor the budget and assist the service manager with budget management.
	ix.	To support/ assist in planning and implementation of a marketing strategy and a communication programme to promote the profile of Be Independent.
	x.	Maintain effective and constructive working relationship with other statutory, voluntary and private service providers as appropriate.
	xi.	To take responsibility for business and staff development. To motivate staff by involving the teams in decision-making and activity planning.
	xii.	To be accountable for health and safety in relevant services. To ensure appropriate risk assessments are in place and adequate actions are taken to prevent harm to individuals or to the business.
	xiii.	Take decisions according to departmental procedures and/or powers under the scheme of delegation.
	xiv.	To establish, maintain and monitor effective arrangements for the support and regular supervision of all employees.
	xv.	To assist service manager in deliverance of any relevant change and improvement programmes.
	xvi.	To be responsible and contribute to own development through appropriate training.
	xvii.	To ensure involvement and engagement of all employees. To ensure there are adequate QA processes in place. To ensure all activities are planned, recorded and reviewed regularly.
	xviii.	The post holder is expected to be able to adapt and be flexible in how she/he approaches her/his work.
3.	SUPERVISION / MANAGEMENT OF PEOPLE	
	Direct: 1 Hub Co-ordinator, 3 Team Leaders in direct 40 staff	
4.	CREATIVITY & INNOVATION:	
	<ul style="list-style-type: none"> ▪ The Manager is responsible for using their skills, knowledge, experience and imagination to ensure that service provision processes used by themselves and staff they manage are effective. ▪ To create a contingency plan to cover for staff leave, training and sickness. ▪ Respond appropriately and sensitively to service, staff and customer issues within the available resources. Including complaints. 	

	<ul style="list-style-type: none"> ▪ Participate in developing and monitoring Service Plans for the services as appropriate. ▪ Be accountable for the annual objectives set for the services. ▪ Contribute and participate in the modernisation of the service. ▪ Make new ideas work. ▪ Build an effective team. ▪ Develop own expertise to help others. ▪ To direct sourcing of new customers and new products. ▪ To rearrange schedules and staff resources to meet deadlines and customer demands. ▪ To be creative in achieving maximum efficiency. ▪ To be creative in developing staff teams and initiating new ideas. ▪ To be self motivated and use own initiatives.
5.	<p>CONTACTS & RELATIONSHIPS:</p> <ul style="list-style-type: none"> ▪ To network with relevant organisations and departments to raise Be Independents profile within the council and within the city. ▪ Post holder will have daily contact with service manager, staff, service users, commercial customers and colleagues within the services and across the CYC. ▪ Regular contact with the Health, Housing. ASC directorate teams ▪ Occasional contact with Trade Unions and families and carers. ▪ To promote good relationships with all employees and colleagues to ensure smooth working processes. ▪ To promote sound professional relationships with commercial companies to support the effective business of Be Independent. ▪ To liaise and work in partnership across statutory, voluntary and independent sector to achieve best outcomes for employees, service users and for the business.
6.	<p>DECISIONS – discretion & consequences:</p> <p>The Manager will be involved in service related decisions regarding service provision, and will monitor performance targets, staff levels, available resources and regulatory compliance. They will be involved in all service related decisions, having to find solutions to problems within the service as they arise within the resources available and budgetary requirements, making sure that appropriate procedures are followed and working with staff to reduce potentially difficult situations, which could have implications for the business, the service or the council.</p> <ul style="list-style-type: none"> ▪ To ensure that the services provided to customers are of high quality and meets the requirements of the national and local standards. ▪ Be accountable for the objectives set for the services. ▪ Responsible for meeting targets i.e. performance data, , contracts, SLAs, policies and procedures. ▪ Manage and monitor the performance of the staff team. ▪ To ensure that all staff are clear about what is expected of them, that they are kept informed about their performance, and enabled

	<p>to acquire and develop necessary skills through regular and professional supervision, the use of personal development plans, and access to appropriate training. This will include appropriate action within the Council's disciplinary and grievance procedures as required.</p> <ul style="list-style-type: none"> ▪ The post holder has a responsibility to review the procedures and processes within the service and assess these against changes within regulations or guidelines either nationally or locally. ▪ To decide to take on new business and new referrals assessing pros and cons. ▪ To investigate, negotiate and make decisions in relation to commercial customers' concerns. ▪ To decide on suitability of work in order to adhere to good working practice within the guidelines of a risk assessment. ▪ To risk assess commercial customers financial viability, ensuring the reputation of CYC is protected. ▪ Take corporate responsibility. ▪ Manage programmes of work. ▪ Promote an environment receptive to change. ▪ Be effective at taking informed decisions. ▪ Be effective at assessing and managing risks and benefits. ▪ Take HR decisions in individual cases according to departmental procedures, e.g. attendance management, staff development and recruitment. ▪ The post holder must develop solutions that meet the needs of the business and service users and staff. ▪ The post holder must be aware of the need to follow regulatory policies, procedures and guidelines when making decisions and they must maintain appropriate service records. <p>Consequences – the post holder will manage services:</p> <ul style="list-style-type: none"> ▪ That are in line with the strategic targets set by the management team. ▪ That are in line with Be Independent business development and sustainability. 				
7.	<p>RESOURCES – financial & equipment <i>(Not budget, and not including desktop equipment.)</i></p> <table border="1" data-bbox="316 1496 718 1572"> <thead> <tr> <th data-bbox="316 1496 630 1534">Description</th> <th data-bbox="630 1496 718 1534">Value</th> </tr> </thead> <tbody> <tr> <td data-bbox="316 1534 630 1572">Laptop and mobile -</td> <td data-bbox="630 1534 718 1572">£700</td> </tr> </tbody> </table>	Description	Value	Laptop and mobile -	£700
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8.	<p>WORK ENVIRONMENT:</p> <p>Work demands:</p> <ul style="list-style-type: none"> ▪ Subject to daily change – post holder manages own workload, requiring ability to prioritise and reprioritise on daily basis. ▪ To meet customer deadlines for production with a variable level of support available. ▪ To comply with external and internal inspection targets balancing local priorities for customers and for employee training and development needs. ▪ To comply with and meet organisational policies and procedures 				

	<ul style="list-style-type: none"> ▪ To respond to the commercial customers changes in deadlines and job tasks. ▪ To constantly manage and cope with interruptions. <p>Physical demands:</p> <ul style="list-style-type: none"> ▪ May be needed, occasionally to spent time standing, walking, bending and lifting whilst on the factory floor, covering for supervisors, this may involve using technical machinery. <p>Work conditions:</p> <ul style="list-style-type: none"> ▪ Could be a busy and noisy environment. ▪ Would need to be able to work, when necessary, in any outside conditions ensuring all jobs are risk assessed and meet quality standards. <p>Work context:</p> <ul style="list-style-type: none"> ▪ To enforce working to the Health and Safety Acts (including factory Act) ▪ To be responsible to minimising risk of harm to individuals and to the organisation through risk assessments, support plans and appropriate interventions. ▪
9.	<p>KNOWLEDGE & SKILLS</p> <ul style="list-style-type: none"> ▪ NVQ level 5 (or equivalent) in assistive technology/telecare/ or health & social care , with experience in management of telecare services, with successful track record. ▪ Leadership skills – to lead and create a leadership culture which holds effective communication, approachability, flexibility and individual consideration as central to effective leadership. ▪ Knowledge of a strength based approach within adult social care ▪ Willing and able to participate in self development. ▪ An understanding of the local commercial market ▪ To work within timescales and meet targets. ▪ Must have experience of managing change, staff involvement and motivation. ▪ Successful track record of business and service development and improvement based on meeting future demands and needs of customers. ▪ Knowledge of relevant internal departments and their working culture. ▪ Experience of line managing staff within a complex environment. ▪ Experience of target setting and performance management of staff within appraisal context. ▪ Post holder must have the requisite IT skills, be highly organised, flexible and decisive. ▪ Must be able and willing to regularly consult with the service manager. ▪ Commitment to effective use of team meetings and staff supervision for staff involvement & engagement, staff development, monitoring performance and generating new ideas.

	<ul style="list-style-type: none"> ▪ Have knowledge of recent developments in supported employment and learning disability areas. ▪ Must have excellent skill in team building. ▪ Ability to communicate effectively and write reports. ▪ Ability and willingness to undertake disciplinary investigation as and when required. ▪ Knowledge of Health and Safety issues, including risk assessments, moving and handling, first aid, fire regulations. ▪ Experience in minimising risk through risk assessments, practice guidelines and appropriate intervention. ▪ Knowledge and understanding of CYC transformation programme ▪ Awareness of relevant legislation concerning employment of people with disabilities. ▪ Knowledge of telecare and community equipment usage <p>This post requires the post holder to undertake an enhanced – adult workforce (with barred list check) criminal record check via the Disclosure and Barring Service.</p>
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10.	Position of Job in Organisation Structure		
	Business Manager		
	Team Leader/Hub Co-ordinator		
	Locality team x 3		
	Control/ Business support/warehouse		
	Job Description agreed by:	Name:	Signature:
	Job Holder		
	Manager		