**Job Description**

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| Job Title: Business Delivery Manager |
| Job number: CCC2449 |
| Grade: P3 |
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**Overall purpose of the job**

The Strategic Business Development Manager will provide leadership, challenge and comprehensive support to the Executive Director (DASS) and the Adults, Health and Commissioning Leadership Team on the management of the Directorate’s key operational roles, including the way in which services are delivered and developed. Ensuring that systems and processes are efficient and meet required corporate standards and levels of professionalism.

The postholder has a key role in project and service development work supporting transformation, improvement programmes, social care reform, performance improvement and providing support and co-ordination to the self-assessment and CQC assurance process.

The post holder will lead and manage key enablers for the Directorate including IT systems, accommodation and communication, together with Directorate wide events and staff engagement.

Working autonomously to implement change processes, across the Directorate, with a network of contacts to provide timely and informative and be able to negotiate and influence a range of internal, corporate and external partners to get the best outcomes for the service. They will manage the organisation and timing to ensure a consistent and professional approach to Adults, Health and Commissioning formal reports, responses and communication.

They will also lead and coordinate the oversight and coordination of the Adults Risk Register, informing the corporate risk register as appropriate.

# Main accountabilities

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|  | **Main accountabilities** |
|  | Provide professional advice and strategic challenge to the DASS and their leadership team on the implications of council policy changes and implement changes with effective and timely communication. Provide comprehensive support to the DASS by undertaking research, managing projects, problem solving and highlighting and resolving risks and issues. Develop options and prepare reports, making recommendations to assist and influence senior managers. |
|  | To coordinate and manage the Business Planning process, working closely with colleagues across the Directorate and wider Council, in shaping and producing the relevant business plans, through to the development of implementation and monitoring arrangements. |
|  | Coordinate the preparation and timing of reports for appropriate Committees, CLT and other key meetings. |
|  | Lead an effective interface between corporate services in CCC and Adults services to ensure positive working arrangements to resolve key issues. Lead on and manage key enablers for the staff in the Directorate including IT systems, accommodation, communication, health and safety, business continuity planning and other corporate initiatives. Provide updates and information as relevant to services and teams, using influence and negotiation to ensure the right outcomes for the service. |
|  | Lead internal communications for the AHC Directorate, ensuring a consistent internal face and messages for the directorate, providing regular staff newsletters and relevant messages from the DASS to all staff. Act as a key conduit for communication and liaison in relation to agreed programmes, projects and initiatives. |
|  | Lead the implementation of specific service projects and change initiatives, as agreed within Adults, Health and Communities. Work across the organisation to support the delivery and implementation of organisational development, culture change, initiatives and practice. |
|  | Lead on key Organisational Development tasks and the management of Directorate wide events such as leadership and staff engagement activities. Lead on developments involving large numbers of staff such as organisational restructures, appraisal and recognition; providing advice and guidance within the Adults Directorate and support Senior Managers with the implementation of changes. |
|  | Provide formal writing and formatting to ensure a consistent and professional approach to Adults, Health and Commissioning formal reports, responses and communication. |
|  | Lead the process for any recruitment to Senior Management roles to ensure a positive candidate experience and provide information and support that will make Adult Social Care in Cambridgeshire a desirable place to work. |
|  | Provide support to project and service development work supporting transformation, savings programmes, care reform, performance improvement. Provide support and co-ordination to the CQC assurance process to ensure the directorate is inspection ready and to support at the time of inspection. |
| 9. | Take the lead for the AHC Risk Register, by providing coordination and updating of the Adults Risk Register, ensuring timely updates to committee. |

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| Degree or working towards through an apprenticeship or other route | Management or Project Management | Essential |
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| Holds a recognised IT qualification | (e.g. ECDL) or proven ability | Desirable |

Minimum levels of knowledge, skills and experience required for this job

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| Identify | Describe | Essential/Desirable |
| **Knowledge** |  |  |
| Technical knowledge and understanding of business support service delivery | Knowledge of work entailed across the service. CCC policy knowledge to advise/guide others. | E |
| Understanding of Adults Social Care | Knowledge of Adults Social Care legislation, terminology, ways of working and key partners | D |
| **Skills** |  |  |
| Interpersonal Skills | Excellent interpersonal skills with an ability to relate to a wide range of audiences in a manner that inspires respect, trust and confidence with evidence of strong negotiating, networking, advocacy, oral, written and presentation skills. | E |
| Motivation & resilience | High motivation, energy and personal drive, resilient and demonstrating highly developed emotional intelligence and self-awareness. | E |
| Analyse and develop innovative, creative and effective solutions to problems | Identifying key issues with a view to resolution | E |
| **Experience** |  |  |
| Leadership & management | Proven experience of successful leadership and management within a relevant service context. | E |
| Working in a large organisation | A track record of improvement and success in operational delivery of services | E |
| Experience of providing advice to operational and senior managers | Consultations, report writing, input into decision making with ability to influence outcomes | E |
| Performance management | A demonstrable track record in performance management and evidence of partnership working to secure good performance. | E |
| Leading Change | Experience of contributing to change within an organisation, with evidence of establishing a positive culture within teams. | E |
| Project management, either on a formal or informal basis | Lead on projects and workstreams across services | E |
| Financial Management | Proven experience of successful budget management | D |
| Equal opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs |  |

**Disclosure level**

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| What disclosure level is required for this post? | None | Standard |
| **P** |  |

**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible) | Fixed | Flexible  P | Field | Home |

13th October 2023