Northamptonshire Children's Trust

Job Description

Job Title: Residential Business Support Manager

POSCODE: HAY01385

Grade: I

Overall Purpose of Role

To line manage a Residential Services Business Admin Support team who provide a comprehensive, proactive and effective business support service within Children's Services, supporting the operational delivery and regulatory compliance of Children's Homes and residential services.

To manage a team, successfully managing performance and delivering outcomes as defined within the Business Support Plan, ensuring effective administrative support for quality assurance, compliance, governance and business operations.

Main Accountabilities

1	To manage a Residential Business support team that is responsive to the needs of the business. Effectively allocating the resources of the team effectively to meet operational requirements
2	To supervise the allocation, standard and completion of work on a wide range of activities recommending and drafting change to support efficient service delivery
3	To supervise the maintenance and accuracy of records/management information systems relevant to the service and compliance. Working with the Service Manager and Strategic Manager to initiate and implement change to meet service standards and support business needs.
4	Initiate and maintain a wide range of positive professional relationships with colleagues, internal and external service users to deliver the service to required standards. To develop strong business relationships with the operational leads of the relevant services.
5	To provide effective facilities management of the Children's Homes, including providing event management, reception cover as required and resource management.
6	To shape and lead a team, successfully managing performance and delivering outcomes of Residential Services.
7	Works closely and jointly with the other service members as required to ensure continuity of support for Residential Services and undertake other tasks as appropriate to the role to meet the needs of the business.

8	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
10	To lead and coordinate administrative processes that support regulatory compliance, quality assurance, audits and inspections, ensuring that Children's Homes maintain accurate records, meet statutory requirements and are prepared for internal and external monitoring activities, including Ofsted inspections.

Safeguarding commitment
We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	**Subject**	**Essential/ Desirable**
QCF Level 3 Qualification	Residential Services, Management, Administrative	Essential
General Education GCSE or equivalent	Maths and English	Essential

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

Knowledge:	**Details**	**Essential/ Desirable**
Residential Children's Services	Experience of working within a Residential Children's Service environment	Desirable
Local Government	A knowledge of working within a local government setting and working across key stakeholders	Desirable
Business/Managerial Support	Significant experience of working within a business support function in a complex organisation.	Essential
Skills:		
Numeracy	High level of numeracy skills and the ability to analyse and present data and information in a clear and concise way	Essential

IT	Competent in the use of IT systems including Microsoft Word and Excel	Essential
Communication	Must be able to effectively communicate in a range of mediums including written and verbal communication	Essential
Experience:		
Project Management	Experience and practice of supporting key projects, processes, systems and activities	Essential
Team Management	Experience of managing a business unit	Essential
Working Relationships	Experience of establishing strong working and effective relationships across numerous stakeholder groups.	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level	
What DBS Level is required for this post?	
None	☐
Standard	☐
Enhanced Child Only	☒
Enhanced Child/Adult Bar	☒

Working Arrangements	
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	☒
Field	☐
Home	☐