

# Job description

## Job title

Business Manager, Children and Families

## Hours

37.5 per week

## Contract

Permanent

## Role profile and grade

OS45S - Grade 4, Point 10 with biennial increments

## Salary

£43,150

## Location

Cheadle, Cheshire / hybrid – Covering services across the Northwest

## Reports to

Head of Service, Children and Families

## Type of DBS required

Child and Adult Workforce (We will apply for this on your behalf)

## Job purpose

The Business Manager will play a key role in the Children and Families Management Team, overseeing business and operational aspects of service delivery. They will support the Head of Service, Principal Managers, Fostering Manager, and Registered Managers to ensure that services operate in an efficient and cost-effective way.

The successful candidate will need to build strong working relationships with People and Culture teams, Finance, Communications, IT/ Digital, Business Development and multiple administration functions.

Children and Families are in a significant period of growth and development, and critical to the success of this is the effective management and oversight of core service delivery functions.

## Key responsibilities

- **Operational Finance** - liaise with the Finance Business Partner and functional leads to ensure robust processes are in place to track and report financial performance across all service activity. This includes maximising service income and managing annual billing processes. Activities include - tracking and transparent reporting of income and expenditure. Liaising with Trust finance to ensure monthly billing processes are carried out accurately and invoices raised.
- **Contract Management** - work with service leads to ensure contracts are embedded effectively and managed to evidence efficient and quality service delivery. Maintain and build strong relationships with our children's homes and external organisations to deliver services and supporting growth. Activities include - contract development and oversight, reporting of service outcomes qualitative feedback.
- **Resource Management** - liaising with internal Trust departments, including People and Culture, Finance, Digital, Communications, Business Development, alongside service leads to ensure all our colleagues are supported, developed, motivated and deployed effectively. Activities include - Capacity tracking and reporting, training needs analysis and training plans, health and safety link, safer recruiting and contracting.
- **Service and Contract Development** - liaising with and supporting Business Development, service leads and Head of Service to support the development of innovative and robust service models and proposals ensuring new tenders are won and funding secured. Activities include - support with new tenders and bids, financial and resource modelling, establishment and annual business planning, service comms and marketing links.

## Other responsibilities

- Take a lead role in the collation and reporting of management and performance data - including Social Value.
- Attend the Trust Health and Safety sub-group, ensuring trust level policies and processes are embedded effectively in service operations.
- To oversee data protection and GDPR compliance, service processes, and data management.
- Drive workforce planning meetings and work with the Head of Service in budget development, forecast and redesign.
- Analysis of data and monitoring of trends from multiple sources, including E-Rostering, ITrent, together learn and working dashboards.
- Actively engage with the Together Trust's Strategy, Vision, Mission and Values.
- Commit to promoting and driving equality, diversity and inclusion.

## Person specification

You will need to demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

	Essential	Desirable
Education, qualifications, and training	<p>A degree or relevant professional qualification.</p> <p>Business / Management / Finance qualification to at least level 4.</p> <p>Evidence of continuous professional development.</p>	<p>AAT or ACA qualified.</p>
Experience and skills	<p>Financial management Costing &amp; audit to include:</p> <p>Budget / cost centre management / statutory accounting / cost models preferably within the Charity sector.</p> <p>Experience of developing and/or reporting activity in line with a service level agreement.</p> <p>Experience of developing financial and operational reports to allow for effective management of resources and finances.</p> <p>Experience of supporting sound business and service planning processes - including</p>	<p>Experience of managing or supporting branding/ communication and social media activities to raise awareness and increase activity.</p> <p>Experience of working in a similar capacity in charity or third sector organisation.</p>

	<p>effective management of resources, developing business cases and review of cost/benefit analysis.</p>	
<p><b>Knowledge and understanding</b></p>	<p>Knowledge of budgeting processes and the need to provide effective audit processes.</p> <p>Knowledge of and understanding of GDPR and the implications it has on effective data and system management.</p> <p>Clear understanding of the principles of effective service planning and management of resources.</p> <p>Understanding of and appreciation of the components of good contract management and SLA development.</p>	
<p><b>Other</b></p>	<p>Commercial Awareness Numerate, with a key attention to detail.</p> <p>Good influencing, communication, negotiation skills.</p> <p>Drive, energy, ambition, integrity.</p> <p>Ability to network both internally and externally.</p> <p>Ability to work under pressure to meet deadlines.</p>	

	<p>Ability to follow through tasks to an agreed conclusion.</p> <p>Ability to analyse and assimilate information and data quickly.</p> <p>Ability to write and provide succinct reports including funding bids.</p> <p>Ability to lead and work effectively as part of a team.</p> <p>Prepared to work flexibly according to the needs of the service.</p> <p>Ability to support and lead on contract management.</p>	
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Applications are welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status, or socio-economic background. We are committed to making reasonable adjustments for disabled people. We positively encourage applications from those with lived experience.

