

JOB DESCRIPTION

JOB TITLE: Bryson Care One-2-One Service Business Operations Manager

RESPONSIBLE TO: Assistant Director Bryson Care

LOCATION: Bryson Charitable Group, 28 Bedford Street, Belfast

Job Profile

Bryson Care's One-2-One service offers support and care in the home for adults including older people. The Business Operations Manager will have full responsibility for the overall performance of the service including sales, finance, volumes, quality, staff and customer care. The appointed person will report on a regular basis the sales, operational and financial performance of the service.

Duties and Responsibilities

Sales & Operational Management

- To lead and operationally manage an integrated service for a diverse range of private clients
- To establish effective communication systems, maintain records and prepare reports to meet the objectives of the service
- To be responsible for the recruitment, selection and induction of One-2-One staff
- To provide day-to-day management for all staff and ensure ongoing liaison with Service Users & their representatives in relation to staffing issues
- To line manage and supervise designated staff and conduct Bryson Care's annual performance and development reviews
- To be responsible for all aspects of performance management to include individual and team performance, target setting and work prioritisation
- To maintain up to date knowledge of and adhere to policies and procedures, communicating these to all staff within the One-2-One Team to ensure professional standards
- To develop and implement plans at operational level and contribute, as part of the Management team, at a strategic level to the production of Annual Business Plans, which will provide vision, direction and targets for the project
- To ensure the Bryson Care Directorate and Board is kept informed of sales, projections, financial qualitative and compliance information relating to the project through regular meetings, reports and presentations as required
- To prepare and implement the sales plan with the aim of growing the service through existing accounts and building new relationships
- To achieve target sales revenue
- To provide effective coverage of the sales territory through sales visits and presentations to customers

Quality and Performance Management

- To implement the agreed mechanisms for the monitoring and evaluation of the service to ensure that it continuously fulfils the strategic objectives of Bryson Care
- To implement and manage change as a result of feedback
- To ensure that a robust data collection and monitoring system is in place
- To work in partnership with other departments within the organisation to ensure that results are delivered and key performance indicators are met
- To ensure that all staff are properly trained in all relevant policies and procedures which will include Health and Safety, Equal Opportunities, Data Protection and Safeguarding
- To ensure that One-2-One services are delivered in a fully inclusive way, ensuring equality of opportunities for staff & clients involved in the service. To coordinate and provide appropriate training and support to staff
- To lead in coordinating training and development Services that meets the needs of the clients

Financial Management

- To manage the One-2-One budget ensuring financial targets are met
- To alert management if financial projections vary from budget and to propose solutions
- To maintain local financial systems in accordance with the procedures set out by the accountable body, Bryson Care
- To negotiate service re-profiling or finance change to ensure that needs are most effectively targeted and the project can evidence value for money

General Responsibilities

- This job description will be subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time
- To undertake such other relevant duties which may from time to time be required that are relevant to the post

Terms and Conditions

<u>Length of Contract:</u>	Permanent
<u>Salary:</u>	£34, 411
<u>Hours:</u>	35 hours per week
<u>Holidays:</u>	12 Statutory days (pro rata) 20 annual days (pro rata)
<u>Probationary Period:</u>	6 Months
<u>Notice:</u>	8 weeks in writing
<u>Other:</u>	Bryson Charitable Group sick scheme applies Bryson Charitable Group pension scheme applies

Person Specification

Job title: Bryson One-2-One Business Operations Manager

Criteria		Essential	Desirable	Tested
Experience	Degree or relevant Business qualification and have worked for a minimum of three years in a Service Organisation in a Management Capacity	✓		Application form
	2 years experience in a commercial environment including successfully achieving sales targets	✓		Application form
	Or			
	Have a minimum of five years experience in a Service Organisation in a Management Capacity	✓		Application form
	2 years experience in a commercial environment including successfully achieving sales targets	✓		Application form
	2 years experience managing financial budgets and	✓		Application form
	A minimum of 3 year's experience supervising a team of staff	✓		Application form
Qualifications / Knowledge / Education	Good understanding of the use of Information Management system	✓		Application Form
	Understanding of the needs of adults to include older people		✓	Interview

Special Aptitudes/ Competencies	Ability to communicate effectively both verbally and in writing	✓		Interview
i.e. Oral/ written skills	High degree of accuracy	✓		
	Good planning and organisational skills	✓		Interview
	Ability to use initiative	✓		Interview
	Ability to meet strict deadlines	✓		Interview
	Analytical/problem solving skills	✓		Interview
	Ability to be flexible and adaptable in a busy environment	✓		Interview
	Demonstrate evidence of establishing and monitoring effective working relationships with a diverse range of Stakeholders	✓		Interview
Personal Qualities	Flexible approach to working hours	✓		Application Form
Circumstances	Access to a vehicle for work purposes		✓	Application Form