



## BROTHERS OF CHARITY SERVICES

### JOB DESCRIPTION

<b><u>Job Title:</u></b> Operational & Business Development Manager	<b><u>Department:</u></b> St. Helens, Knowsley & Greater Manchester <b><u>Area of work:</u></b> Greater Manchester
---	---

**Job Summary:**

To manage all work areas under your responsibility  
To participate in internal and external meetings and lead projects  
To participate in the business and development process

**Responsible to:**

Assistant Area Director & Area Director

**Compliance**

To comply with all standards produced by the Care Quality Commission, Supporting People Framework and Council Contractual standards

**Business Development**

To promote, develop and deliver the service in existing and new areas  
To take part in commercial development and competitive tendering processes as and when required  
To participate in or attend business and development group initiatives, projects and meetings  
To build effective partnerships and to seek and generate business development opportunities  
To take part in any other business and service planning or business and service development projects as and when required

**Clients**

To assess all perspective clients ensuring that an assessment is completed. To liaise with Care Managers to agree hours and ensure that a contract is in place before the service begins. ( To carry out regular reviews, aspergers service)  
To ensure that all allegations of abuse or bad practice is reported to the relevant authorities within the given timescales  
To facilitate person centred plans for relevant clients within two weeks of commencement of service and ensure they are reviewed on a regular basis.  
To ensure if required all client risk assessments are in place and reviewed on a regular basis  
To chair client meetings ensuring you record minutes and actions are completed.  
To check all finance books, cash and receipts, reporting any discrepancies to the Assistant Area Director  
To manage the running of the drop in centre

**Staff**

To ensure all new support workers complete their induction  
To ensure all staff work within their job description.  
To carry out regular supervision and appraisals with all staff members you line

manage.

To ensure all staff members attend relevant training.

To check time sheets each month and send to the relevant department.

To complete working rotas for all staff.

To chair staff meetings and ensure you record minutes and actions are completed.

To monitor all sickness and absence, keeping the HR department updated.

Ensure that you carry out all return to work interviews.

### **Projects**

To lead and complete operational projects as and when required.

### **Quality Assurance**

You will be expected to participate in the QA process, carrying out audits and producing reports.

### **Administration**

To produce a weekly report to the Assistant Area Director covering all services within your area.

To ensure you always have a master plan of the following documents and that they are always updated and ready for inspection. Person centred planning reviews - risk assessments - supervisions and appraisals - training plans - sickness and absence records - H&S monitoring information and any other relevant documents.

To carry out H&S monitoring in all schemes (if required) on a regular basis.

### **Your other responsibilities are:**

To report all allegations of abuse to the relevant authorities within the given timescales

Carry out investigations and disciplinaries when required

Take full responsibility for the recruitment and selection process

Participate in the on call service, immediately responding to all emergency calls.

Provide cover for colleagues when required.

Manage departmental budgets

To assess all perspective clients ensuring that you complete the assessment document and liaise with Care Managers to agree hours and ensure that a contract is in place before the service commences

To attend all internal and external meetings as and when required

To address all sickness and absence issues within your area and carry out return to work interviews

To carry out regular supervision and appraisals with all staff members you line manage and attend supervision sessions and appraisals with the Assistant Area Director

To ensure all individuals you line manage attend relevant training and you attend all training that is identified for you

To also perform such reasonable duties as asked by the Assistant and Area Director

### **Additional Information**

To carry out this role you will need to be a driver with a full licence, your own vehicle which is insured for business use and is in road worthy condition.

To be able to use a computer to produce reports.



Ability to carry out all administration tasks involved in the day to day running of services	E	Interview Application Form
<b><u>Additional</u></b>		
To hold a full clean driving licence.	E	Interview Application Form
To carry out the on call service.	E	Interview Application Form
Basic financial skills (ability to check finance books)	E	Interview Application Form
Ability to check all documentation that is in place in residential and supporting living schemes	E	Interview Application Form
Basic computer skills	E	Interview Application Form

**Prepared by: Sue Quayle**  
Reviewed: October 2011

To be Reviewed: October 2012