

JOB DESCRIPTION

JOB TITLE	BUSINESS MANAGER
ACCOUNTABLE TO	BOARD OF TRUSTEES (JOINT WORKING)
SALARY	£25 - 35,000 pa (pro rata)
HOURS	22.5 hrs

JOB SUMMARY

The Business Manager is responsible to the Board of Trustees for the effective leadership, sustainable growth, development, management and effectiveness of the organisation.

The post holder will,

- supervise the operation of the Home Care Service
- advise the Board of Trustees on all Personnel/Human Resource/Management issues
- be responsible for personnel services and the achievement of service plans.

To provide senior professional support to the Board of Trustees in implementing and further developing the organisation's working strategy. Facilitating the links between Social Services, all staff and the organisation's Christian Ethics in operation services or matters.

The Business Manager will be required to be pro-active, promoting opportunities arising from grants, personnel issues and finding solutions to constraints as a key member of the organisation's management team.

KEY RELATIONSHIPS

All members of the Management Executive Board (members of the Company), Board of Trustees, Services Co-ordinator, Field Supervisors, staff representatives, and other external agencies.

KEY AREAS OF RESPONSIBILITY

1. Manage and develop Luton Friendship Home Carers Ltd. Provision of all personnel services including workforce planning, in line with the Board of Trustees' strategy.
2. Help the Services Co-ordinator enhance the contribution of staff towards the short and long term success of the business.
3. Ensure the Board of Trustees' vision, mission and strategic goals are effectively communicated with particular emphasis on human resource management.
4. Ensure the Board is properly advised on all legal matters and operates within its Rules, and in accordance with legislation and the highest standards of corporate governance
5. Act as Contract Manager for all contracts held by the organisation. This role will involve contract management responsibilities such as, ensuring an appropriate quality assurance system is place (meeting CQC performance standards as a minimum), monitor and maintain compliance to agreed performance indicators and attend client contract meetings as required.

CORPORATE PLANNING, PERFORMANCE AND CONTROL

6. Plan, organise and control use of monetary resources in collaboration with the Board of Trustees to ensure that Luton Friendship Home Carers' services meet the operational and strategic needs of the Trustees. To plan, monitor and review progress to assess the effectiveness and that standards are being met.
7. To develop for Board approval a comprehensive business and corporate strategy to meet the company's corporate objectives, provide an effective framework of implementation, ensuring that appropriate resources are deployed so that services are of high quality, represent good value for money, are customer focussed, and accord with the company's ethos and principles.
8. Promote optimum standards of professionalism and best practice in all aspects. To ensure awareness of current regulations are known and being met, including compliance with external standards, (i.e. Social Services & National Care Standards) with help and guidance from the Board of Trustees.
9. To ensure a high quality of service is provided and that client needs are being met within available resources.

10. To provide the Board of Trustees with monthly reports regarding the day-to-day operations of Luton Friendship Home Carers. To ensure that accurate information as appropriate from the Board of Trustees' meetings are relayed to staff.

11. To lead the team so that it operates effectively and delivers clear and cohesive direction and management of all the company's operations.

HUMAN RESOURCES

12. In collaboration with the Board of Trustees to recruit, deploy, develop, train, review and motivate staff to fulfil the company's objectives and to ensure Performance and Development Review/Appraisal takes place for all staff.

13. In collaboration with the Board of Trustees manage, develop, deploy, review, budgets and ensure that Luton Friendship Home Carers' activity and the provision of care are provided within agreed expenditure limits.

14. To review periodically the salary structure, terms and conditions of staff, and personnel policies, and to make appropriate recommendations to the Board.

PROMOTION AND DEVELOPMENT

15. To develop for Board approval and subsequently implement and review an effective new business strategy that takes full account both of current demands for the company's services, and also of potential future demands, including where the appropriate development of new service areas.

16. To maintain and develop effective external networks with Luton and other Carers organisations, local authorities, funding institutions, regulators and other organisations that are crucial to the work and business interests of the company, and to ensure that staff at all levels maintain good working relationships with such external bodies.

CONDUCT AND OTHER RESPONSIBILITIES

17. To demonstrate the highest personal standards of integrity, conduct and values.

18. To uphold the Board and Staff Codes of Conduct, the company's Equal Opportunities Policy, and other policies and procedures.

19. To undertake all other appropriate tasks as directed by the Board and otherwise in furtherance of the objectives and responsibilities set out.