



LONDON BOROUGH OF MERTON
COMMUNITY & HOUSING DEPARTMENT
JOB DESCRIPTION

POST TITLE	Business Development Manager
Grade:	ME15
DIVISION/SECTION:	Direct Provision
LOCATION:	Civic Centre
RESPONSIBLE TO:	Head of Direct Provision
RESPONSIBLE FOR:	2 Business Support Officers 1 Administrative Assistant 18 Bank Staff
POST NUMBER:	Date April 2013

1. MAIN PURPOSE

The post holder will support the Head of Direct Provision in preparing to operate as a changed business model to reflect the requirements of the personalisation agenda in Adult Social Care. The post holder will promote the highest standards of business ethos and will be responsible for all financial implications and ensuring that Direct Provision makes the best possible use of resources available.

Direct Provision comprises three day services for people with Learning Disabilities (one also offers a service to people with Physical Disabilities), a day service for Older People, a Supported Living Team, two residential homes for people with Learning Disabilities, an Employment Team, and Mascot Telecare Service. There is a business unit providing support to these teams.

The post holder will be a member of the Direct Provision management team whose role is to ensure outstanding efficiency and to maximise the effective use of resources to enable the division to deliver its services. The post holder will advise the Head of Service on issues around commercial and business development, and the financial and governance requirements of changed service delivery.

2. MAIN DUTIES AND RESPONSIBILITIES

Managerial

1. To ensure development and improvement of systems to support effective and efficient service delivery, using management information to monitor, manage and improve services. Ensure that principles and tools such as Good to Great, LEAN and Information Centres are utilized fully across Direct Provision.
2. To plan and prioritise work of self and others such that resources are used effectively to take forward service priorities.
3. To be responsible for all aspects of Support to the division including finance, administration and facilities.
4. To have responsibility for relevant policy and procedures generation or revision within the Direct Provision division.
5. To understand the effects and implications of government policies, legislation and directives and develop effective strategies for current initiatives and long-term trends and developments.
6. Support unit managers in areas of business development, marketing and contracts.

Personnel

1. To ensure effective workforce planning, performance management and development of staff, to ensure that services are provided in line with the business plan and key performance indicators.
2. To establish, monitor and develop standards of service delivery to achieve high levels of customer satisfaction.
3. To develop and regularly review support staff structure.
4. To be responsible for the recruitment of support and bank staff, ensuring adherence to Merton recruitment guidelines
5. To review bank staff attendance and conduct review meetings as and when required.
6. In conjunction with service managers, formulate internal procedures as to the ongoing needs of the service.
7. Identify staff development and training needs with regard to budget management and provide relevant staff training.
8. To lead and co-ordinate the efficiency, effectiveness and continuous improvement of administrative systems and processes to support Direct Provision priorities and compliance with Merton policies and procedures.

Finance

1. To prepare annual budget estimates for the value of £13m and present them to the Head of Direct Provision for approval.
2. To analyse and collate financial data and ensure the distribution of relevant information for discussion at management meetings
3. To be responsible for the development and management of income generation including:
 - a. the letting of establishment facilities
 - b. preparation of bids for various projects
 - c. Capital and other revenue streams.
4. To be responsible for the Direct Provision development budget.
5. To ensure the preparation and timely return of budget monitoring returns by Direct Provision budget managers and regularly review spending levels.
6. To prepare unit costs for operational and trading purposes for presentation to and approval by DMT.
7. To ensure that all aspects of payroll codings are properly administered in liaison with the ITrent team.
8. To ensure that the division keeps accurate financial and administrative systems in accordance with the authority's financial regulations; ensuring that accurate financial records are maintained and reported to the Head of Direct Provision on a regular basis.
9. To prepare financial appraisals for projects and the development of long term initiatives for the division.
10. To manage the preparation of the year end accounts in Direct Provision in accordance with the Corporate timetable and to liaise with finance officers in the Corporate Budget management team to meet year end requirements
11. To maintain, manage and complete monthly reconciliation of the amenity account fund and ensure that managers comply with Merton regulations.
12. To be responsible for and prepare monthly returns for bank staff and issuing to the ITrent team.

Contracts

1. To work with managers in Community and Housing to define their service level agreement requirements and to liaise with finance officers in the Corporate Budget management team to ensure that budgets are in place meet these requirements.
2. To monitor service level agreements and contracts with internal and external customers for matters of quality assurance, value for money and key performance indicators, reporting to the Head of Direct Provision where appropriate.
3. To write and edit bids, proposals, expressions of interest, presentations and pre-qualification questionnaires to secure new business, responding to tendering opportunities

4. To complete bid documents to deadline and prepare them for dispatch or uploading to tendering portal, ensuring that they are of consistent quality to meet Merton's standards.
5. Identify business opportunities across Direct Provision, working with managers to develop proposals. To monitor and report on progress and the achievement of projected income targets.
6. To develop, manage and implement project plans to support implementation of new business.

Marketing

- 1 To prepare Business Plans for each service within Direct Provision and liaise with the Community & Housing Business Partner
- 2 Lead and agree with the Head of Direct Provision on a marketing plan. To carry out market analysis and plan marketing activities with managers. Co-ordinate the analysis of market data from managers to enable income forecasts and contribute to service review meetings.
- 3 To build and maintain excellent relationships with both internal partners and the Council's strategic partners and external stakeholders, in particular people who use the service and carers.
- 4 To liaise with the communications division and arrange press releases to raise the profile of services provided by the Direct Provision division in the local media.
- 5 To arrange for the production of price lists and brochures for the division to include outer borough clients.
- 6 To assist and participate in developing presentations of business model and activities to internal and external customers.

Other Duties

1. To be familiar with and act in accordance with the local and council policy in respect of Confidentiality, Health & Safety, Code of Conduct, Customer Care and Equalities and Diversity
2. To ensure that the Council's aims in relation to Customer Care are met.
3. To undertake such other duties as may be required by, or on behalf of the Head of Service, provided they fall within the range and scope of the duties of the post as set out in the proceeding paragraphs and are commensurate with the grade of the post.
4. Work proactively with the Business Improvement division to drive further service delivery change and to assist management in findings ways to improve customer focus, efficiency and cost effectiveness.
5. To represent the Head of Service at relevant forums and in meeting and working with both internal and external partners.

Signed

Post Holder

Date

Signed

Head of Direct Provision

Date

PERSON SPECIFICATION

Education and Qualifications

- Recognised Professional Accountancy Qualification
- or
- Equivalent senior management and accounting experience

Knowledge

- Detailed knowledge and understanding of public sector funding
- Strategic awareness of issues relating to management of performance and development in a complex organisation
- Knowledge of computerised financial information systems, word and spread sheet applications (and other standard software).
- Knowledge of issues that may arise within a large, complex organisation.
- Knowledge of financing and funding opportunities.
- Knowledge of financial issues in the local authority services.

Skills

- Ability to assess risks and benefits of plans.
- Able to develop practical and creative solutions to the management of service issues.
- Ability to establish positive relationships with colleagues that generates mutual confidence and respect.

Relevant Experience

- Substantial experience in a large, complex organisation.
- Experience in coaching, mentoring and developing staff. Experience of leading or playing a lead role in significant projects.