

Job Title: Assistant Area Business Manager

Grade: Grade E

Reports to: Area Registered Business Manager

Role Responsibilities: Line management responsibilities

The Role

Our vision is to transform lives, empowering independence through care excellence for all.

This role requires strong commercial awareness and the ability to deliver a customer centric service. This is a highly visible role responsible for the delivery of services across the County.

The role requires strategic vision, strong management skills and experience to provide operational leadership and management in order that person centred, safe and secure services are provided. There is a particular responsibility to ensure service delivery is maintained and workload is managed effectively to support and coordinate the Reablement Service in West Essex.

The role of the Assistant Area Business Manager would require you to manage a high quality, efficient and effective Reablement Service which maximises individual client outcomes and seeks to minimise unnecessary admissions to hospital and residential care.

Although Registered Manager status is not a pre-requisite to this role, there is a requirement to progress towards and gain Registered Manager status with the CQC within 12 months of appointment.

Job purpose

Responsible for day-to-day delegated management of Regulated Services to meet the requirements of the relevant standards legislatively required under the Health and Social Care Act 2008 (Regulated Activities) regulations 2014 and applicable CQC standards. Responsible for the effective management and quality of the service, including management of the performance of the team, monitoring activity against targets, compliance and quality standards.

To oversee an effective system of person-centred planning for all those who use the service and ensuring that all aspects of delivery are continually monitored. Take responsibility for the formal operation of ECL's policies on personnel related matters, e.g. grievance, disciplinary procedures, recruitment, competence etc and ensure best practices are followed.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.

- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Duties and Responsibilities

- Delegated responsibility for areas of budget management, ensuring good fiscal management is adhered to and monitored in line with ECL policies, taking appropriate action where required
- Ensure clear lines of communication are maintained and utilised, with the ability to influence the actions of others and communicate information which may be complex and contentious.
- Effectively negotiate solutions across wide areas of the business and successfully engage stakeholders to take a specific course of action.
- Ensure appropriate systems are in place record all customer involvement in a way that is complete, legible and accurate.
- Provide effective leadership to office staff, as a key member of the management team, including maximisation of performance, quality and efficiency.
- To support the delivery of budget and any future sales opportunities for their region and to undertake budgetary reporting tasks in absence of ABM.
- Providing SME support to the commercial team where requested. To work with the management team to ensure that all employees have a career progression plan and that key training is being provided, to build a high performing, flexible workforce.
- Effectively manage the Trusted Assessors and Planners, supporting the operational functions within an allocated area of the Region in the implementation of any service changes and improvements as required.
- Represent services to stakeholders, partner organisations, West Essex citizens and customers.
- To alert Management immediately to any incident or development that could have a significant impact on the customer or group of customers. This includes safeguarding the wellbeing and welfare of customers being supported.
- To work responsibly within ECL's policies, procedures and guidelines and to maintain confidentiality at all times. This includes undertaking all mandatory training and attending

staff meetings and events that are deemed relevant to the role and contribute to your continuing personal development.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their line manager.

Person Specification

Key Skills and Competence

- Appropriate knowledge of applicable legislation including the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3), relevant best practice and guidance and understand the consequences of failing to take action on set requirements.
- Educated to Level 5 Diploma in Health and Social Care or equivalent by experience.
- Evidence of continued personal development.
- Proven Customer Care skills with the ability to embed these across organisations.
- To show confidence, drive and enthusiasm with strong communications skills.
- Demonstrable management skills with the ability to inspire and motivate teams.
- Ability to plan resources and organisational skills and the ability to work under pressure.

Our Values



Supporting others with care, compassion, and positive engagement.

Working efficiently and innovatively to achieve excellence.

Working together to achieve our common goals.

Being open and having the courage to do what is right