

Job Title: Inclusive Employment Business Manager

Grade: Band F

Reports to: Head of Inclusive Employment and Day Opportunities

Role Responsibilities: Budget £2 million and 60 FTE

The Role

ECL 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 and provide strong and visionary leadership to employees to ensure the delivery of a quality service to the customer and client. It will support service development in the context of a changing adult social care market and access to employment opportunities for people with disabilities, with a focus on choice and control for service users, customers and their families.

The role will lead the established Inclusive Employment service to develop and adopt new ways of working depending on the funding criteria, evolving the service in line with industry best practice, learning from others nationally.

The post holder to be recognised as a Subject Matter Expert on Supported Employment, known as Inclusive Employment in Essex.

This postholder will have the ability to deliver the service in line with the contracts held, whilst developing strong partnerships with key stakeholders. Collaborative working both internally and externally is essential.

They will be expected to be exemplar role models for colleagues in terms of the values of ECL and exhibiting commercial behaviours.

Job purpose

As subject matter expert (SME), develop and deliver supported employment across Essex within an agreed budget, to grow the product range, that increase employment opportunities for people who face additional barriers to paid employment.

To take primary responsibility and manage a team across Essex following the Supported Employment Quality Framework model.

To effectively and collaboratively lead any required changes or enhancements within the service, against agreed key performance indicators within the budget.

To build team capabilities and a clear succession plan that will support the growth and resilience of the service.

To support the Head of Service with change management, to communicate the vision, and manage stakeholder expectations.

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.
- As SME, to maintain awareness of the national and local agenda for Supported Employment and to ensure the knowledge from emerging research is implemented as evidence-based practice within ECL Inclusive Employment services.
- Lead the service to a high-performing, customer-centric culture through exemplar behaviour in accordance with ECL values.
- Lead the development of organisational capability through good people management, including the training, development, mentoring and coaching of team members.
- Lead the generation of new business to ensure achievement of ECL growth targets.

Duties and Responsibilities

- To lead the service as it matures and evolve to new contracts, develop the pathway for existing and new ECL customers.
- To deliver the budget accordingly, plan for costs and ensure the budget is reflective of service needs. Highlight areas for efficiency.
- To lead a high performing, flexible and focussed workforce, ensuring training needs are met and a strong collaborative culture is embedded.
- To identify and take a lead in suggesting, designing and implementing process improvements in the business area, supporting the Head of Service in managing key risks and financial reporting proposed improvements.
- To develop and maintaining strong relationships with partners, clients and organisations, being an advocate for ECL and breaking down barriers to positively promote the services being delivered.
- To proactively manage the budget within the agreed operational and financial scheme of delegations, providing commercial acumen to income generation.

- To monitor and evaluate the collection of data sets for KPI's, supporting commissioners in the development of outcomes focussed reporting.
- To develop a highly skilled workforce identifying potential future leaders and developing and supporting personal development needs in line with ECL Performance management policy and guidelines.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

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 his/her line manager.

Person Specification

Key Skills and Competence

- Hold a Level 5 in Business Management or equivalent
- Proven skills in delivering high quality sustainable care-related services, with clear decision-making abilities and a sense of responsibility.
- Experience of working within the Health & Social Care Sector
- Subject Matter Expertise in Supported Employment.
- Working knowledge of Supported Employment Quality Framework (SEQF) and/or Individual Placement and Support (IPS) models
- Track record of leading and developing commercial activities, combined with an exceptional background in delivering profitable and sustainable growth.
- Demonstrable operational leadership skills with the ability to inspire and motivate large teams.
- To lead with confidence, drive and enthusiasm, showing strong communications skills.
- Proven ability to undertake investigations and assignments that require senior level report writing and presentations.
- Strong planning and organisational skills and the ability to work under pressure.
- Ability to manage key stakeholders effectively to benefit the business.
- Proven ability to provide board and SLT-level reporting

Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right