

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Business Strategy, Performance & Improvement
POST:	Group Manager – Business Strategy, Performance & Improvement
GRADE OF POST:	GR16
RESPONSIBLE TO:	Corporate Director – Social Services & Wellbeing

JOB PURPOSE:

To lead the development and delivery of short, medium and long-term business strategies plans for the Council's Social Services and Wellbeing Directorate.

To lead a self-evaluative and analytical quality and performance management approach, ensuring that there is effective management of complaints and compliments and that services in the directorate are able to evidence continuous improvement.

To support the Directorate to be 'inspection ready' at all times, co-ordinating all preparations for regulatory activity inspection activity and the development and delivery of action plans.

To ensure the effective and efficient delivery of business support services, whether directly managed or commissioned

To work as part of a corporate team of business managers across directorates to ensure a whole Council approach to effectively managing the business of the Council.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Leading and developing the Business Support services, working closely with operational services to ensure that Business Support services meet business needs, and managing the associated human, financial and physical resources to deliver a quality service for the Directorate
- Leading the development of effective and efficient business systems across the Directorate ensuring appropriate business support arrangements are in place to ensure social work and social care teams are able to focus on person centred practice and service delivery.
- To act as the Directorate lead for digitisation including development of the business processes to ensure effective and efficient operational systems and that strategic opportunities are progressed.

- To act as the Directorate lead for accommodation and physical environment developments, working with corporate colleagues to ensure that the estate strategy and plans of the Council meet the needs of the SSWB Directorate.
- Ensure that the statutory Social Services complaints procedure is effectively carried out and contributes to improved performance and high standards of experience for people with care and support needs.
- Lead the development of business planning and performance management across the Directorate as a key driver in achieving service excellence.
- As part of business planning ensure that there is a live Directorate risk and issue register which identifies, manages and mitigates the risks and issues facing social services and well-being in Bridgend and ensures an effective process of escalating and de-escalating risks.
- To develop, monitor and report on the Directorate Business Plan.
- To support the development of the annual report of the statutory director of social services, ensuring the voice of people with care and support needs, carers and workforce is strong within the report. The postholder should explore innovative ways of demonstrating the performance of services.
- To lead the work across the directorate to ensure that all regulated services are 'inspection ready' at all times, including the development of a self - assessment regime and supporting pre-inspection preparation and post inspection action plans to address any recommendations in a timely way.
- Supporting the Corporate Director in arranging the business of the Senior Management Team and in ensuring effective business support for the Corporate Director's office.
- Actively exploring the potential for innovation within the business strategy portfolio and to be responsible for appraising and realising the opportunities for transformation.
- Ensuring compliance across the Corporate Director's portfolio with the Council's corporate governance framework, including oversight of compliance across the Directorate with the Council's health and safety, equalities and sustainability policies.
- To act as the key interface with other Business Managers from across the Council and Council-wide Business Partners from HR, Corporate Landlord, ICT, Partnerships and Performance and Finance to ensure a one Council approach to key functions.
- Representing the Directorate on a regional and national basis
- Leading and developing emergency planning and business continuity planning activities within the Directorate as part of the Authority's corporate and inter agency responsibilities.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Person Specification

Group Manager – Business Strategy, Performance & Improvement

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> Educated to Degree Level or equivalent ideally with a Post Graduate Management Qualification. 	Yes	Production of original Qualification Certificates and application form.
	<ul style="list-style-type: none"> Evidence of continuous professional development. 	Yes	
Knowledge & Experience	<ul style="list-style-type: none"> Proven and demonstrable track record of developing and implementing of quality assurance and performance management systems. 	Yes	Interview, application form and selection process.
	<ul style="list-style-type: none"> In-depth knowledge and experience of business planning, budgeting and financial procedures. 	Yes	
	<ul style="list-style-type: none"> Experience of working at a senior management level in a strategic/operational role in social care or a related environment and directing/managing the work of a number of teams. 	Yes	
	<ul style="list-style-type: none"> Experience of managing organisational and service change. Experience of planning and working effectively with a wide range of statutory, voluntary and private sector organisations. 	Yes	

<p>Knowledge & Experience (Continued)</p>	<ul style="list-style-type: none"> • Experience of working in a political environment. • Experience of working with business management processes to maximise the efficiency of a service provision. • Experience of developing plans and policies at a strategic level. • Experience of using digital solutions to support the service provision and stakeholder engagement. • Experience of strategy development and consultation. 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form, and selection process.</p>
<p>Skills & Personal Qualities</p>	<ul style="list-style-type: none"> • Ability to think, analyse, plan and act strategically and develop innovative solutions. • Ability to lead and motivate staff to achieve strategic and corporate objectives. • Able to influence and gain the confidence of others. • Ability to work effectively with a range of colleagues within the Council and with partners and appreciate the respective roles of Members and Officers. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form, and selection process.</p>

<p>Skills & Personal Qualities (ctd.)</p>	<ul style="list-style-type: none"> • Excellent organisational skills with the ability to prioritise workloads in light of competing deadlines and priorities. • Ability to define and achieve targets. • Prove project management skills. • Excellent IT skills. • The ability to communicate through the medium of Welsh. 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form and selection process</p>
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