

**Job Title:** Local Business Manager (LBM)  
**Grade:** Grade D  
**Reports to:** Area Business Manager  
**Role Responsibilities:** FTE (headcount) – Approx. 12-15

### The Role

ECL's vision is to be the supplier of choice for Adult Health and Social Care, this role requires strong people and commercial skills and the ability to deliver a customer centric service. ECL's services alongside all activities within the wider social care sector are undergoing critical reviews and this role is key to achieving the redefined outcomes and objectives.

To deliver these the role of LBM is key in enabling a motivated and empowered workforce to deliver the emerging strategies in work, wellbeing and community services.

The role will require management and leadership skills and experience to ensure the delivery of high standards of care and support operating within agreed budgets to achieve business objectives. You will be responsible for giving direction to employees, daily coordination and development of the services through influencing key stakeholders, with a strong focus on choice and control for customers.

You will have the ability to influence, problem solve and make decisions, demonstrating flexibility, adaptability and a positive 'can do' attitude. The ability to network and forge strong and productive partnerships across the organisation and with external partners is vital as well as having the ability and vision to support the development of integrated community support services.

### Job Purpose

An expectation of the role is that you will have the knowledge and capability to work across all service areas, whilst being responsible and accountable for specific services as directed, carrying out the role in a number of settings as appropriate, including customer's homes, the local community, ECL's Wellbeing Centres and employment enterprises. This includes carrying out on-the-job observations, supervisions and coaching of staff.

You should be friendly, approachable, supportive and adaptable to change, with the ability to support the implementation of the developing transformation within Community Support Services.

You will be able to create and develop new and exciting activities and pathways for ECL's customers, working with your team, our customers and other stakeholders to create a stimulating environment with driven outcomes.

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With guidance from the Area Business Manager, you will play an active role in the planning and delivery of services to an agreed budget and sales pipeline where you will be actively involved with the setting of.

### **Key Accountabilities**

- Work flexibly and collaboratively across structural boundaries as a key part of the regional team, and in support of key functional outputs, regardless of where you sit within the organisation. Be aware of the market dynamics and emerging opportunities and work collaboratively to ensure ECL is at the forefront of innovation.
- Deliver cost effective services within a delegated budgetary target, maximising income opportunities whilst demonstrating effective controls over costs.
- For Enterprise businesses an understanding of the products and marketplace that the business operates in is key to creating new product lines that benefit both ECL's customers in offering learning and development to meet their aims as well as being attractive and cost effective to consumers.
- Understand the relationship between ECC and ECL in delivering best in class services to our customers and ensuring value to ECL through contract arrangements.
- Deliver the work and wellbeing strategy as contractually agreed between ECC & ECL
- 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 Health and Safety and Business Continuity.

### **Role Specific Accountabilities**

- Supervising operational team(s) covering centre and / or community based services e.g. ensuring effective, response and safe services for our customers and staff. This includes ensuring appropriate staff to customer ratio through effective annual leave and sickness management
- Support the Area Business Manager in the implementation of any service changes and improvements as required and support the promotion of a culture where customer outcomes and wellbeing is at the centre of all that we do, embracing the Good Lives ethos.
- Ensure that ECL customers receive a fully inclusive person centred service that is flexible and responsive and maximises the individuals' independence, health and wellbeing with measurable outcomes and timescales. Ensure customer reviews are accurately and regularly completed to drive outcome focused thinking in all activities that the customer undertakes
- Oversee and be responsible for regular review of customers risk assessments, support plans, Mental Capacity Act Initial Assessments (MCA1s) and guidelines to ensure they are fully up to date, compliant with internal and external regulatory requirements, within the agreed timescales and outcomes and information is stored in accordance with company policy.
- Complete or oversee team members in completing all ECL Health and Safety policies and procedures – in line with regulations/statutory requirements and ECL best practice including: Quarterly checklists, employee risk assessments, fire risk assessment, COSHH, building/site specific risk assessments, stress survey, hazard reporting, incident reporting and investigation, action plans. Ensure staff complete all relevant training to their role and refresh as required. Maintain appropriate training records.

- Actively promote sensible health & safety and lead by example.
- Be proactive in preserving the environment to meet regulations and ECL best practice including: safe disposal of waste, recycling and reducing waste.
- Implement and update quality assurance systems including the achievement of service standard targets and business continuity plans as set by the Area Business Manager and Regional Manager.
- In conjunction with other Local Business Managers, Area Business Managers and Regional Business Manager support the regional team in achieving regional income and sales targets.
- To work with the Area Business Manager to ensure that the support and personal development needs of all members of the team are identified and addressed through inductions, regular 1:1 meetings, community based observations and periodic appraisal in line with the organisations guidelines.
- Manage and work to a delegated budget under the direction of the Area Business Manager in accordance with ECL financial regulations. This includes responsibility for Budget Holder Reports, Amenity Funds, Cardnet machines, p-cards and Banking associated with this delegated budget.
- Supporting Quality Assurance measures by carrying out investigations and safeguarding enquiries as directed by the Area Business Manager, the Safeguarding lead and other appropriate persons and support, as required, disciplinary proceedings or processes.
- To adhere to all ECL policies, procedures, processes and guidelines at all times., including but not limited to confidentiality, code of conduct, professional boundaries, Safeguarding Adults and Children, medication, mental capacity act, CQC Regulated Activities and take an active role in representing the service and ECL for internal and external audits and inspections.
- Actively promote ECL within the local community to increase customer numbers, maintaining professional and effective relationships with customers, partners and other professionals.
- Being a positive role model to all staff teams with regard to meeting customer needs and support. To identify risks and concerns and support teams to recognise these and act on them. To manage these effectively using the correct processes available to achieve the best outcome for the customer.
- Organise individually and jointly with other services events to promote ECLs services and enterprises to the wider community with the aim of increasing customers and income both for Wellbeing Centres and the Enterprise businesses.
- Process and escalate Customer Comments, Complaints and Compliments and ensure all are recorded on the appropriate systems.
- Recognise that social care services operate outside of standard working hours and work alongside colleagues in providing on-call and occasional on-site support out of core operating hours.

To be accountable for all Commercial Activity within area of responsibility and to support the ECL Commercial Team with all bidding activity as a matter of priority when required.

## Key Skills & Qualifications:

- Educated to QCF Diploma or NVQ Level 2 in relevant area.
- Evidence of continued professional development.
- Experience as a supervisor or senior care worker within a care providing organisation.
- Demonstrable skills in supervising and monitoring employee performance.
- Ability to organise and set priorities, meeting multiple deadlines and evaluate assignments across service areas.
- Capable of providing training, induction and guidance.
- Commercial and financial awareness to proactively manage the performance of the service.
- Ability to cope under pressure displaying calm and patience.
- Supportive of change, showing flexibility and reliability at all times.
- Ability to empathise and be understanding.
- Hold a full, clean valid driving license.

## ASPIRE Competencies

<b>Adaptable</b>	<ul style="list-style-type: none"> <li>• Changes behavioural style or method of approach when necessary to achieve goals.</li> <li>• Responds to and embraces change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.</li> <li>• Always looking for ways to improve services to the customer.</li> <li>• Openly communicates changes to methods of delivery in a consultative way with customers and shows a willingness to adjust.</li> </ul>
<b>Supportive</b>	<ul style="list-style-type: none"> <li>• Identifies ways to work collaboratively with colleagues, services and partners to deliver common objectives.</li> <li>• Demonstrates self- awareness and recognises how own behaviours impact on others.</li> <li>• Is tactful, compassionate and sensitive, and treats others with respect.</li> <li>• Consistently displays empathy when dealing with others and demonstrates an encouraging and reassuring attitude.</li> </ul>
<b>Performs</b>	<ul style="list-style-type: none"> <li>• Understands what is expected of the role and how this links in with the wider organisations vision and outcomes.</li> <li>• Meets and where possible exceeds, targets and objectives and delivers work accurately and to deadlines.</li> <li>• Takes pride in achieving results and celebrates the success of others.</li> <li>• Consistently delivers a high quality caring service.</li> </ul>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• Upholds the highest standards of professionalism, is respectful of all customers and stakeholders and their opinions and decisions.</li> <li>• Builds effective working relationships based on trust and confidence and communicates with customers, colleagues and stakeholders in an honest and open way.</li> </ul>

	<ul style="list-style-type: none"> <li>☺ Acts as a role model to other colleagues and is passionate about our services.</li> </ul>
<b>Responsive</b>	<ul style="list-style-type: none"> <li>☺ Effectively manages customer expectations and responds to their needs in a timely and caring manner.</li> <li>☺ Consistently communicates in a clear and concise style.</li> <li>☺ Focuses attention on meeting agreed priorities and objectives in the most effective and efficient way.</li> <li>☺ Asks for help and responds to the requests from others.</li> </ul>
<b>Enterprising</b>	<ul style="list-style-type: none"> <li>☺ Actively seeks out opportunities to continuously improve our services.</li> <li>☺ Takes responsibility for own performance, identifying areas to improve and actively seeks out ways to develop these.</li> <li>☺ Identifies problems at the earliest opportunity and thinks creatively in order to solve them.</li> <li>☺ Understands and embraces the use of technology in creating future value.</li> </ul>