# A blue text on a black background  Description automatically generatedA blue and black background  Description automatically generatedA black and white logo  Description automatically generatedJob and Person Profile (JPP)

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| **Job details** |
| **Job title** | Head of Business Management   |
| **Job Reference** | 20638  |
| **Grade and Salary** |  8 - £60.135 per annum, pro rata for part time  This role includes performance related pay progression   |
| **Service and Team** | Adult Social Care, Business and Finance, Business Management  |
| **Location** | Endeavour House   |
| **Hours per week** | 37   |
| **Status** | Fixed term or Secondment for 18 months until May 2027.  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*

Please speak with the contact on the advert to discuss your preferences and learn more about the options that can be offered.  |

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| **Main purpose of the job** |

* To lead in Business Management providing leadership in a variety of specialist areas and functions working with staff across the county, including:
* Risk Management
* Business Continuity
* Emergency Planning
* Office Logistics

* Leading the Directorate in Information Management and Governance, overseeing Freedom of Information Request, Subject Access to Records and Security Incidents/Data Breaches
* Leading on Communications and Engagement, planning for and responding to political and corporate agenda and transforming Social Care
* To be the professional lead for Business and Finance Service across ASC directorate

The post carries a very high level of autonomy and responsibility for influencing the direction of the organisation whilst leading specific service areas e.g.:  Risk, Information, Business Management and Emergency Planning, as well as the day-to-day operation of the Business Management Team

This role is the lead on Information Management Governance. Business Continuity, Risk and Emergencies and will be relied on across the county for senior expert advice.

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| **Typical responsibilities of a role at this level** |

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| **About the team**  |

This role will lead the Business Management and Business and Finance Service.  This is a team with a positive culture, who embraces change and can be flexible and supportive to new challenges and opportunities.

This role is key in developing and embedding change across all transformational programmes and reforming of social care, ensuring our organisation adhere to Statutory and Policy requirements.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* To lead and develop an annual Business Plan for ASC Directorate, working with our Directorate Management Team to communicate the county council’s and directorate’s vision, strategy and processes effectively both internally and externally
* To lead and develop annual Local Plan for ASC Directorate, working with our Directorate Management Team
* To horizon scan when working across teams to consider engagement and communication opportunities
* To manage and support the function of the ASC Management Team, working within the corporate and political arena
* As ASC’s expert in the field, maintain expertise in information governance, records and data management, data breaches/investigations and advise accordingly to all staff across the directorates.
* To ensure compliance with GDPR, Caldicott Principles
* Lead and set the agenda and forward plan for Information Governance Board
* To lead and manage all Business Continuity and Emergency Planning activities for the directorate, chairing meetings, managing critical incidents, ensuring robust business continuity plans for all risk areas are in place and up to date. Ensure regular training and planning opportunities for staff responsible for service areas.
* To lead and be accountable for the process of all requests to ASC for FOI, Subject Access to records and Data Protection issues
* Lead Risk Management for the Directorate liaising with Director and ADs to identify and mitigate strategic risk impacting the directorate and emerging risks, producing quarterly reports
* To lead and promote specific partnership projects as requested
* To lead the development and maintenance of planning processes and structures to ensure the effective, timely and reliable provision of business support and Business and Finance services to meet the ASC immediate and longer-term management and operational needs.
* Lead on the development and improvement of new policies and procedures for the filing, maintenance, storage, retrieval and access or records, data and information to ensure compliance with the Freedom of Information Act and other requests for information.
* To provide professional support and guidance to Area Business Managers and staff in other offices/service points across the county.
* To take lead responsibility for the implementation and compliance management of all corporate system improvements and changes affecting ACS
* To manage the arrangements for the planning and submission of reports from ASC to Cabinet and ASC Scrutiny Committee.
* To ensure that the agreed recommendations arising from internal audit reports affecting business support processes and procedures are implemented
* To lead decision making processes within the Business Management
* To ensure integrated services by developing and maintaining effective lasting working links and external partner agencies
* Develop plans, priorities, proposals, and policies to include budgetary and financial arrangements for business decision making at local level.

**Resource Management**

* Staff Management, e.g., workforce planning, selection & recruitment, performance management, discipline and grievance, training, and development etc.
* You will be responsible for carrying out Data Breach Investigations for the Directorate
* Budget Management –You will be responsible for the Business Management Budget and will contribute to the Implementation plan of all savings

**Communication**

* To contribute to the county council’s and directorate’s strategy and processes on communications and to ensure excellent relationships are maintained with partners, the public and the media
* To manage and develop the wider networks and partnerships needed to enhance services to the community
* To promote the work of the county council & directorate at local, regional & national level by maintaining effective liaison and networks.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and Professional Memberships**

1. Degree or equivalent
2. Professional qualifications appropriate to the role

**Values and personal qualities – all essential**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
3. Excellent communication skills, both written and verbal.
4. Management knowledge and experience, including change management.
5. Excellent presentation skills to a wide range of audiences, where highly complex information needs to be communicate
6. Evidence of demonstrating resilience under pressure
7. A passion for improving peoples lives who access our services

**Specialist knowledge skills and experience**

1. In depth understanding of legislative framework corporate policies and procedures relating to areas of responsibilities Data Protection- GDPR, Risk Management and Business Continuity ▪ Able to undertake research across wide ranging media to maintain specialist knowledge.
2. Understand the application of the Freedom of Information and GDPR and its application in ASC information & management.
3. Strong analytical skills in response to results from data gathering.
4. Able to make independent decisions to identify problems and to agree and apply solutions and take appropriate action.
5. Able to apply creative thinking and new ideas to deliver improved services.
6. Able to lead a team/service through periods of change.
7. Able to advise others, including senior staff, on developments, relevant procedures, process and practices
8. Demonstrate evidence of success budget management and the use of a variety of business management skills to achieve demanding objectives
9. Experience in a local authority working at a senior level and managing staff.
10. Extensive Management experience in health and social care related services at a senior level
11. Experience of leading and developing people to deliver high performance and managing change
12. Experience of working in a political environment
13. Experience of working with a range of partners to develop shared outcomes to complex problems

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

We positively encourage the use of technology to communicate and engage, but in this role, you will need to travel, so you must either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://www.careers.suffolk.gov.uk/) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.