



Job profile

Development and Improvement Manager

(Adult Social Care)

Grade M

Group: Children, Adults & Families

Service: Adult Social Care

Location: Civic Centre

Line Manager: Service Director

Job Purpose

To be responsible for the direction, coordination and implementation of the Service's Business Development and Improvement activities and programmes. Develop integrated and modern service delivery models and transformational models of care and support that can divert and delay demand, generate substantial efficiency savings and improvements to the quality of service provision.

The key roles of this post will include:

1. Build a wide range of strategic partnerships with relevant organisations/partners and cultivate these relationships to help deliver the service's priorities and targets.
2. Develop innovative commercial and digital solutions to maximise opportunities to generate income and ensure technology supports and improves service delivery.
3. Improve the service's marketing by having a coordinated, proactive approach to developing the ASC brand, and implementing a focus on promoting services and generating new business.
4. Lead on developing systems and partnership arrangements to contribute towards health and social care integration.
5. Develop and implement invest to save opportunities and demand management models.
6. Create innovative ways to solve business problems including methods and alternative delivery models that are untested within the service.
7. Develop and implement systems for measuring and reporting progress to ensure new business ideas and solutions are realised.
8. Provide specialist knowledge, challenge and support to the service management team (SMT) to shape business development and improvement.
9. Manage the review and streamlining of systems and processes to eliminate duplication.
10. Develop systems and business models for ensuring Value For Money in all service provision.
11. Develop a customer management approach ensuring greater coordination and stronger customer focus, based on systems for customer feedback and involvement.
12. To provide support and influence for services to improve commercial awareness, trading skills and customer care standards.
13. Monitoring and evaluating activities against targets/timescales providing a wide range of financial and performance data and reports for business monitoring purposes.
14. Oversee the management of the services Business Improvement and Support teams.



15. Engage with elected members, Human Resources & Workforce Development and Trade Unions on programmes involving service redesign/different models of care, which might impact on the workforce.

16. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge and other attributes

- Extensive knowledge and understanding of trading and commercialisation principles.
- Marketing strategies and business development practices.
- Extensive understanding of IT systems and packages including Microsoft Office.
- Excellent communicator both verbal and written and possessing very strong presentation skills at a board level.
- Highly developed analytical skills with an ability to target information for different audiences.
- Ability to work with competing demands in a fast-moving environment.
- Ability to deliver effective working relationships across agency boundaries.

Experience

- Innovating new service delivery models and Implementing change projects.
- Developing businesses and services.
- Proven commercial ability.
- Customer focused service delivery.
- Sales and marketing at a senior level.
- Managing and monitoring budgets.
- Project management, including the introduction of new systems and technology.

Qualifications

- Educated to degree level or equivalent in a relevant subject.

Desirable:

Knowledge

- The strategic challenges that are faced by public sector organisations, ideally in the health or adult social care sector.
- Health and Social Care integration agenda.
- Programme and project management tools and techniques

Experience

- Working in a Health or Social Care organisation at a senior level
- Strategic and project planning
- Leading multi-agency change projects

Qualifications

- Management qualification
- Marketing or business management qualification at minimum Level 5.
- Evidence of continuous professional development



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences
Developing Teams and Individuals	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
Managing Performance	Effectively manages the performance of teams and individuals to ensure results are achieved
Personal Impact	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
Making things happen	Empowers people to initiate change. Supports innovative ideas and new ways of working

