



BUSINESS MANAGER: JOB DESCRIPTION

INTRODUCTION AND BACKGROUND

ELCAP is a Scottish charity which provides care and support for people who are affected by learning disabilities, physical disabilities and mental health problems. We are passionate about making a real difference to the individuals we support, by enabling them to live better, more independent lives within our community.

We are proud to serve the communities of East Lothian and Midlothian, where we provide over 10,000 hours of community-based and respite support each week.

ELCAP employs over 300 staff, with the majority working as Support Practitioners. Our Support Practitioners:

- Support individuals to manage or overcome challenges and lead rich and varied lives.
- Make sure their support meets the needs and wishes of the individuals we work with.
- Identify the abilities, knowledge and skills of the individuals we work with and help them realise their potential.
- Enable the individuals we work with to be as independent as possible and encourage them to play an active part in their community.
- Work with organisations which can help us make more of a difference to the individuals we support.

ELCAP was formed in 1989 and became a charity in 1992. Our Executive Board, which is made up of charity trustees, is responsible for ELCAP's governance and strategy and for making sure that our organisation is administered effectively.

ELCAP is accredited at the Platinum level of the Investors in People standard and is Recognised for Excellence against the EFQM Excellence Model.

JOB CONTEXT

Our Business Manager has a key role within ELCAP's Leadership Team, which comprises:

- Our Chief Executive
- Our Registered Manager
- Our team of seven Operational Leads

The purpose of the post is to support the effective and efficient management of ELCAP and to increase our organisation's impact, reach and resources. The post has five areas of responsibility:

- Ensuring the effective delivery of ELCAP's business support functions – administration, finance, HR and ICT.
- Evidencing ELCAP's impact and leading our efforts to achieve business excellence
- Extending ELCAP's reach, enabling us to make a difference to the lives of more people.
- Growing ELCAP's resources, by making efficient use of existing resources and developing new business.
- Contributing to the effective leadership of ELCAP.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Ensure the effective delivery of ELCAP's business support functions by:
 - Managing the activity, performance and professional development of ELCAP's Administrators.
 - Managing the activity, performance and professional development of ELCAP's Finance Officers.
 - Managing the contracts and performance of external providers of the following services:
 - Accountancy
 - External audit
 - Human Resources
 - Information and Communications Technology (ICT)
 - Independent Advocacy
 - Insurance
 - Working with the Chief Executive to ensure compliance with the requirements of Companies House and the Office of the Scottish Charity Regulator (OSCR).

- Evidence ELCAP's impact and lead our efforts to achieve business excellence by:
 - Leading ELCAP's efforts to achieve business excellence through the EFQM Excellence Model.
 - Working with the Registered Manager to monitor and report on Quality Assurance Frameworks which capture performance criteria in relation to:
 - People supported by ELCAP
 - ELCAP staff
 - Ensuring regular progress reports are produced and shared with the ELCAP Board, ELCAP Committees and managers.
 - Working with the Registered Manager to provide evidence of ELCAP's impact via:
 - Case studies
 - Data analysis
 - Survey results

- Extend ELCAP's reach, enabling us to make a difference to the lives of more people by:
 - Working with the Chief Executive to grow ELCAP's business sustainably and in line with organisational values by:
 - Maintaining existing contracts
 - Winning new contracts
 - Developing new services which add value to our existing provision
 - Demonstrating how extended reach can enable ELCAP to increase its impact.

- Grow ELCAP's resources, by making efficient use of existing resources and developing new business
 - Working with the Chief Executive to ensure that:
 - Contracts with suppliers provide quality and value for money.
 - Contracts with commissioners provide quality are priced accurately, competitively and sustainably
 - Ensuring the elimination of avoidable waste.
 - Working with the Chief Executive and Registered Manager to develop new business in ways which avoid risk to other areas of the organisation and are replicable and sustainable.
 - Contributing to service redesign initiatives which enable efficiencies and/or increase impact.

- Contribute to the effective leadership of ELCAP by:
 - Deputising for the Chief Executive, as required.
 - Playing a leading role in ELCAP's management team, encouraging co-operation and collaboration which enables business improvement and builds a stronger team.

- Representing ELCAP on external forums.
- Being an ambassador for ELCAP via attending external events and making presentations, as required.

PERSON SPECIFICATION

Essential

- **Qualifications**
 - Educated to degree level (or equivalent) in a discipline relevant to the job role.
- **Skills**
 - Very good interpersonal skills, with the ability to relate well to people from a range of backgrounds and experiences.
 - Very good communication skills, in verbal and written forms.
 - Very good numeracy skills, with the ability to prepare and understand budgets.
 - Very good IT skills across the main Microsoft products.
 - Very good organisational skills, with the ability to prioritise tasks and work well under pressure.
 - Ability to identify development and improvement opportunities.
 - Ability to use initiative, make decisions and identify solutions.
 - Ability to demonstrate the highest levels of personal and professional integrity at all times.
 - Ability to be resourceful and solutions-focused.
 - Ability to maintain an enthusiastic and positive outlook.
- **Experience**
 - Experience of managing premises, resources and staff

Desirable

- **Experience**
 - Experience, knowledge or understanding of health and social care.
 - Experience of quality improvement.

Key relationships

- ELCAP Executive Board and Committees
- Chief Executive
- Registered Manager

- Operational Leads
- External suppliers (finance, HR, ICT)
- External partners (Health and Social Care Partnerships, local authorities)

ACCOUNTABILITY AND LINE MANAGEMENT

The post holder will be accountable to the Chief Executive of ELCAP and will be line managed by her or him.

LOCATION

The post holder will be based in ELCAP's offices in Woodbine Cottage, West Loan, Prestonpans, East Lothian EH32 9WU.

The requirements of the role may require the post holder to travel across Scotland, with occasional overnight stays. In addition, evening and weekend working will be required from time to time.