

## JOB DESCRIPTION

<b>Job Number:</b>	H1351
<b>Service</b>	Operations Group - Learning & Achievement - Children's Centres and Traded Units
<b>Job Title:</b>	Business and Data Manager
<b>Reports To:</b>	Strategic Manager – Children's Centres and Traded Units
<b>Main Purpose of Job:</b> Briefly – what is the job there for and why is it being done? Please attach an organisation chart to show clearly, the department structure and where the job fits with this.	
The postholder will lead the business, data and improvement functions within Early Help Services and provide support, advice and guidance to managers and administrators within the service.	
<b>Main Responsibilities and Duties:</b> What needs to be done? – Describe the main responsibilities and duties required of the job. This should include responsibilities for the support or management of clients, employees, budgets, processes and equipment.	% of Time
<b>1. Business Planning:</b> <ul style="list-style-type: none"> <li>a. Provide professional support and advice to the Strategic Manager and Senior Management Teams to respond to local and national objectives relevant to the services.</li> <li>b. Use a range of techniques to evaluate the effectiveness of the existing service and look at alternative services as required. Engage with service users and other stakeholders where appropriate.</li> <li>c. Produce the area development plans in line with the Ofsted statutory guidance for children centres carrying out a quality assurance/improvement role.</li> <li>d. Produce management information to support service improvements and developments for Early Help Services and any departments or agencies that may require information.</li> <li>e. Act as the lead contact for reviewing and rolling out the development of new systems and procedures for the services.</li> </ul>	10%
<b>2. Project Management:</b> Takes responsibility for managing a range of projects as required.	10%
<b>3. Financial Management:</b> <ul style="list-style-type: none"> <li>a. Manage the budgets across all areas to ensure services sustainability, including monitoring expenditure, identifying areas of concern and taking required action to rectify issues. Contribute to all</li> </ul>	20%

<p>budget monitoring meetings and feedback to the Strategic Manager and Service Managers as appropriate. Manage income targets and identify potential savings and new income streams.</p> <p>b. Advise on financial regulations that may affect the service areas, VAT implications, PAYE and SCC policies and procedures including standing orders, financial regulations, invoicing and payments. Carry out sample checks to ensure these regulations are being adhered to.</p>	
<p><b>4. Service Administration and Organisation:</b></p> <p>a. Manage finance and administrative teams in the district areas and be responsible for the operational management of the teams, including recruitment, deployment, instruction/direction, training and development.</p> <p>b. Line manage between 2-7 posts.</p> <p>c. Direct, develop and implement strategies, systems and procedures to improve the efficiency of the financial and administrative functions of the service.</p> <p>d. Communicate the strategy and relevant policies across the service.</p> <p>e. Ensure service systems and practices are applied and implemented consistently to prescribed standards in adherence to SCC requirements and policies and other relevant regulations.</p>	20%
<p><b>5. Partnerships:</b></p> <p>a. Support effective working relationships with customers and other organisations to develop joint projects and secure additional funding for the provision. Provide high level advice and support in terms of the delivery and development of services and support the development of new partnership arrangements (eg drafting Service Level Agreements and preparing tenders and competitive bids).</p> <p>b. Represent the services at meetings including the District Area Advisory Board meetings and external meetings as required.</p>	10%
<p><b>6. Premises Management</b></p> <p>Through line management of the Finance and Data Officer ensure that the following is completed appropriately:-</p> <p>a. H&amp;S regulations are adhered to and any breaches are raised through the correct channels. Oversee the compliance with Service Level Agreements with partners sharing premises where appropriate.</p> <p>b. All contracts have been negotiated for the disposal of waste, hygiene, cleaning etc in accordance with SCC procurement arrangements. Monitor use of utilities within centres.</p>	10%
<p><b>7. Data Management</b></p> <p>a. Responsible for the technical analysis of indicator and demographic data ensuring data protection policies are adhered to.</p> <p>b. Ensure reports and materials are available to support the Strategic Manager, Service Managers and others (including Strategic Advisory Board, partnership agencies, Somerset County Council/Children's Trust).</p> <p>c. Responsible for the analysis of registration and contact (participation)</p>	20%

<p>data and the production and monitoring of outcomes and targets. Identify target areas and support the annual self evaluation process. Scrutinise the area self evaluation and improvement plans and make recommendations to the Strategic Manager on area priorities and improvements. Work with Service Managers and staff within Children's Centres to support, challenge and improve the Service.</p> <p>d. Support the Ofsted inspections of Children's Centres and be the key responsible officer for data within the service.</p> <p>e. Be the Service link between the Department for Education and Ofsted. This includes being responsible for ensuring that systems are updated to reflect the current service provision.</p>	
<p><b>Facts and Figures:</b> Give facts and figures that help to give a picture of the job. This should include any statistics relevant to the job, for example the number of clients supported, type and value of equipment, resources or premises for which the job has responsibility, size of budgets controlled or which the job has some impact on and, if appropriate, numbers of staff managed.</p>	
<p>The postholder is responsible for leadership and management of the finance and administrative teams of Early Help services ensuring commitment to the aims of the service and SCC.</p> <p>The postholder is responsible for management of the Children's Centre Service budgets of approximately £6m.</p> <p>Work in the Somerset Children's Centre Service to ensure that the 29,405 children aged 0-4 in Somerset have increased outcomes and opportunity through Children's Centres universal and targeted services that run at a good/higher Ofsted standard.</p>	
<p><b>SUPPORTING PROCESSES</b></p>	
<p><b>Problem Solving and Creativity:</b> Give examples of the problem solving and creativity involved in the job. This should include resolving issues over interruptions to work deadlines, priorities and changing demands. How often do these issues occur?</p>	
<p>The role requires both a logical approach to interpreting information and a creative approach to display the same information depending on the audience requirements.</p> <p>Knowledge of the service, data and finance should be used to ensure that areas with highest need have appropriate targeted services available and that the outcomes that the service delivers towards are robust, challenging and evidence based.</p> <p>The ability to prioritise need across the county is essential, as well as being able to articulate these priorities to a wide audience (strategic managers, operational/field staff, Ofsted, advisory boards, etc).</p> <p>Able to understand service issues and client needs for improving systems and procedures and translate change requirements into specific actions.</p> <p>Respond calmly and reflectively to problems, seeking solutions and modifying plans as required.</p> <p>Able to manage conflicting deadlines and manage changing needs of stakeholder groups.</p>	

**Decision Making:** Give examples of the types of decisions which the job has responsibilities for making, including where appropriate those relating to resources, budgets and employees. Show where there is authority of freedom to act and where there is an impact via recommendations or advice.

Makes decisions on allocation of resources to support service needs. This includes the reallocation of resources to meet new challenges.

Sets pricing structures and income targets for traded provision.

Takes required action to manage areas of concern within operational budgets, eg identifying required savings, recovery of aged debt and authorising write-offs.

Makes recommendations to the Strategic Manager and other senior managers on the management of the business to support service priorities.

The postholder will have a duty to support and encourage the sharing of best practice across Children's Centres and ensure there is a standardised approach to service delivery across the county consistent with the Somerset Children's Centre Service brand and outcomes.

**Physical Effort and Working Conditions:** Give details and the frequency of any special effort needed, including the prolonged or frequent use of IT equipment and describe any particular working conditions, other than those encountered in a normal office environment, to which the job holder is subjected eg noise, outside working, unpleasant surroundings.

Work is normally undertaken in an open plan office environment across the five district areas. The post holder is required to travel to meetings and centre's as and when required as well as working in different locations.

There will be significant use of IT including Microsoft Office, Outlook, finance and data software, eg SAP and MapInfo.

The postholder may occasionally be working on their own (in accordance with SCC's lone working policy) and may be required to travel across the county and/or work from a number of delivery points as and when required.

There may be occasions when the postholder may be flexibly deployed to other parts of the service where their skills in working with families could usefully support service pressures and needs.

**Contacts and Relationships:** Give details of the range and type of people within the Council or external organisations and including the recipients of services it is necessary to contact in order to carry out the responsibilities of the job. What is the range and purpose of the contact eg providing information or advice, directing, monitoring, influencing, motivating.

Frequent contact with a wide range of professionals and specialists both within the Children's Centres Service, including the Strategic Manager and Service Managers, SCC and with a wide range of external agencies, eg Health, schools, Job Centre Plus, etc to ensure that targets are met, resources are deployed successfully, budgets are managed, deadlines are met and in the general management and supervision of administrative support staff.

**Additional Information:** *Anything else which is relevant to the job which is not adequately covered elsewhere.*

None.

**Knowledge, Skills and Experience: (To be completed by the Line Manager)** *The minimum general education standard, qualifications, training and level of experience required by the job holder to be fully effective in the job. Note that this information should relate to the requirements of the job and not what may be available from existing job holders.*

Educated to degree level or equivalent with knowledge and experience of a business planning and financial management environment.

The postholder requires high levels of numeracy, literacy and communication skills, and must have experience of statistical analysis, quality assurance, financial and performance management.

Advanced Excel skills are essential. A high level of proficiency with other standard Microsoft Office applications (Word, Outlook etc) is also required as well as the ability to use the Internet as a research tool.

The postholder will need a knowledge and understanding of the eStart system and its use within Children's Centres for reporting. Knowledge of Mapping Software is also required to produce maps for planning, display, and demographic/statistical analysis.

A broad knowledge and understanding of the Service and County Council policies and processes relating to the various areas of responsibility, eg data protection, financial regulations, PAYE and VAT regulations. A sound understanding of Children's Centre policies, procedures, statutory requirements and operational framework as set out by SCC, DoE and Ofsted.

Experience of managing projects and leading teams. Excellent communication skills, both verbal and written.

Able to lead the delivery of services and systems required for effective management.

Able to provide advice for strategic decision making.

**Agreed** that the Job Description is a fair and accurate statement of the requirements of the job:

Job Holder: ..... Date: .....

Line Manager: ..... Date: .....

Designated Senior Manager: ..... Date: .....

November 2013