**Manchester Local Care Organisation**

**Role Profile**

**Performance Manager, Grade 7**

**Reablement Service Service, Adults’ Directorate   
Reports to: Business Development Manager**

**Job Family: Business Support**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City.  By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

The roleholder will provide high quality, customer focused, flexible and timely business support directly contributing to the achievement of objectives of a high quality service.

The roleholder will efficiently manage staff in order to meet and raise service standards to achieve agreed business priorities, objectives and locality service/team plans, in alignment with corporate strategies, policies and regulations.

The roleholder will have a proactive role in supporting the service/discrete management team in ensuring compliance with any statutory and legislative requirements.

**Key Role Accountabilities:**

Lead accountability for implementation of robust service based monitoring systems, control of budgets with delegated authority to determine the efficient allocation of resources in accordance with best value practice.

Collaborate and effectively support teams in service development and implementation through effective action planning to ensure best practice standards and consistency, providing cover and flexibility where required.

Lead accountability in ensuring that appropriate business support processes are established, maintained and developed to meet the needs of the service and ensure they are deployed consistently across all provision.

Lead accountability for the effective management of data including the collation of accurate and comprehensive data in support of identified requirements, providing regular management reports to senior management.

Undertake projects as lead officer and contribute to strategic development and communication activities, in connection with corporate and service initiatives.

Develop effective partnerships and collaborative working arrangements with other services and stakeholders to identify improvements and cross-cutting initiatives to enhance the value-added role of business support.

Roles at this level will be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Reablement service supports vulnerable adults to live in their own homes and be as independent as possible.

The service operates across the whole of Manchester and includes the following teams

· North Reablement Team

· Central Reablement Team

· South reablement Team

· Complex Care Team

· Short Term Intervention Team

· Crisis Clean Team

Our team of Support Workers work with people in their own homes, on a short term basis, providing support with a range of daily living tasks including maintaining personal hygiene, preparing food, accessing community resources and managing day to day risks.

The use of data management systems is a vital part of both the operational running of the service and measuring the efficiency and effectiveness of outcomes and metrics.

**The main responsibilities of the role will be:**

Lead, manage and develop the business support function & staff to deliver timely and accurate performance management information.

Be responsible for and manage the relationship with external contractors in providing electronic monitoring solutions. This will include developing further system reporting and tailored solutions for the service

To monitor service performance and achievement of key performance indicators across the city providing a range of reports and undertaking reviews of service performance.

To support the Head of Re-ablement by taking part in business planning process and contributing to the strategic planning and development of the re-ablement service.

Carry out attendance analysis and support Service Managers in addressing these issues in accordance with Manchester City Councils managing attendance policy in a consistent manner.

Identify and share best practices from the operation across the city, in relation to service performance to ensure value for money.

Carry out research and analysis of best practice from outside the organisation for potential future efficiency solutions.

To effectively line manage the business support function by providing supervision, coaching and performance appraisals.

To identify staff computer literacy needs and work with Learning & Development to deliver training, enabling staff to become more proficient and self-sufficient.

To provide support across the city, visiting various city locality offices as required

To perform the duties of the post in accordance with Manchester City Council policies and procedures

Any other duties as deemed necessary.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication**: Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
* **Analytical**: Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
* **Planning and Organising**: Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Project Management**: A clear understanding of fundamental project management, change management principles, processes and procedures within a project environment of a large complex organisation
* **Problem Solving and Decision Making**: Strong decision-making skills with the ability to resolve complex issues in a pressurised environment.

**Technical Requirements (Role Specific)**

* Willingness to consent to apply for a standard DBS disclosure check