

JOB DESCRIPTION

JOB TITLE:

BUSINESS MANAGER

Your place of work:

BRIDGEMEAD CARE HOME

Pilgrims' Friend Society (PFS) is a Registered Charity which has been providing Christian care and support for over 200 years. Our Christian ethos remains central to everything we plan and do, and all our senior staff are committed Christians.

It is a fundamental principle of the Society that your workplace should be an expression of committed Christian care. It is expected that all staff will commit to avoiding doing anything whilst at work that would undermine this expression and ethos.

We have a distinctive approach to living with people in our homes and schemes. We refer to the people who live with us as "family members" and our approach to care known as "The Way we Care"(TWWC) is highly person centred and values each person as precious and made in God's image.

We are seeking dedicated individuals who are passionate about providing holistic care and support to our family members at Pilgrims' Friend Society. As an integral part of our team, you will play a crucial role in ensuring the well-being and happiness of our family members. To uphold our mission and values, we expect all staff to embody TWWC in their daily responsibilities. We want to engage with the communities and churches around our homes to their benefit as we share our resources and to our benefit as we recruit volunteers who add so much to the quality of what we do. Below are the key expectations for this role:

1. THE MAIN PURPOSES OF YOUR JOB ARE:

The Business Manager's job is to lead the work of the home alongside the registered care manager with specific responsibility for: the "business" performance of the home (achieving income, occupancy and cost budgets); the quality of work from the housekeeping and catering teams; the administration of the site; and the ethos and Christian life of the home.

Your job can be summarised under five main headings:

- a) Deliver positive performance as measured by below success criteria;
- b) Leading the Service Teams to provide the highest standard of service and cleanliness;
- c) Managing the administration of the home/scheme including staff;
- d) Exercising leadership in the pastoral and spiritual life of the home for family members and staff;
- e) Overall responsibility for housing (where applicable)

Success criteria, in order of priority:

- Achieving financial budgets for income, costs and surplus (EBITDAR)
- Achieving occupancy targets
- The quality of care from the home and evidence of "Way We Care" in place (as measured by PFS surveys; Carehome.co.uk reviews; and CQC)
- The morale of staff as measured by our staff engagement surveys
- The contribution made by the jobholder to the life of the home and the charity.

2. WHERE YOU FIT IN TO THE TEAM:

You are responsible to the Regional Operations Manager

You are responsible for all housekeeping, catering and maintenance staff

You have responsibility for all care staff administration in conjunction with the Registered Manager

You will have regular supervision with the PFS Operations Manager, with the participation of the Assistant Director of Commercial

3. YOUR MAIN JOB DUTIES ARE:

Leadership

1. Responsible for making sure that the home is well-led.
2. Responsible for developing and maintaining a plan for the delivery of fulfilled living for family members through your teams.
3. Responsible for leading the development of a healthy culture in the home based around the PFS values of Compassion; Excellence; Community; and Transparency.
4. Responsible for working effectively towards financial and occupancy targets.
5. To contribute to setting budgets with Assistant Director of Commercial.
6. To be accountable for monitoring and achieving financial budgets for income (and occupancy), costs, and the financial surplus (EBITDAR)

Staff

7. Managing the development of staff in line with the Society's Personnel Policies, ensuring that training, supervision and appraisals are undertaken as required and ensuring that online mandatory training is completed and recorded so that our people develop to their full potential.
8. Management of all staffing issues relating to disciplinary, performance management, back-to-work interviews, grievances etc.
9. Keeping all staff records up-to-date, including Holiday and Sickness records, contracts of employment and training records.
10. Responsible for constructing the duty rota in liaison with the other service teams to ensure the service meets the minimal staffing levels to provide the required cover in all areas, day and night.
11. Submission of staff monitoring hours to the Operations Manager.
12. Ensuring staff are paid by reporting staff hours and other information to Head Office for payment of wages.
13. Administering recruitment, selection, appointment and induction procedures to ensure that staff feel welcomed and want to stay.

Family members and culture

14. You are responsible for the administration of resident applications in accordance with our policies. You negotiate for the optimum level of fees from Local Authorities, NHS (Continuing Health Care Third); and third-party top-ups.
15. Investigate complaints from family members/occupants and/or relatives in accordance with Society policy.
16. Responsible for administering personal allowances and other cash, valuables and personal effects as required but within the Society's policy on these matters.
17. Holding relatives' meetings.
18. Responsible for championing our distinctive approach to care (The Way We Care).

19. Developing our community engagement work and the effectiveness of our Activities and Community Engagement Facilitator in increasing the contribution of volunteers to the life of the home and the strength of relationships with local churches.
20. Taking responsibility for devotions (acts of worship) and leading devotional times as needed.

Property and fabric

21. Liaising with the Property Services team on the management of building related projects.
22. Obtaining estimates and quotations from suppliers and contractors in liaison with the Maintenance Officer and/or Property Services where necessary.
23. Ensuring continuity of maintenance contracts, in liaison with the Maintenance Officer and/or Property Services.
24. Liaising with the relevant Operations Manager on all matters to do with internal decor/fabric.
Health and safety & compliance
25. Carrying out the duties of 'responsible officer' for the Home when you are on duty as required under Health and Safety, Public Health and Fire Regulations.
26. Complying with current legislation and requirements of relevant authorities, with the help, advice and support of the Head Office team.
27. Complying with Health & Safety Regulations, with the advice and help of the Society's Safety Manager and/or Health & Safety Consultants. This is done in conjunction with the Registered Care Manager.
28. Being present at inspection visits of external bodies and actioning any requirements.

General administration

29. Welcoming visitors, both of family members and others and dealing with any general enquiries that may arise.
30. Providing excellent customer care, ensuring that telephone calls and personal callers are dealt with in a friendly, efficient and professional manner.
31. Taking Responsibility for Health & Safety including management systems and audits and relevant action plans.
32. Maintaining and administering petty cash and keeping accurate records of transactions. Ensuring security of petty cash.
33. Ordering of supplies and handling deliveries.
34. Administering receipt, authorisation and processing of supplier invoices.
35. Administering invoicing of fees, where required, and monitoring payments in conjunction with the Head Office team.
36. Assisting with organisation of social and recreational arrangements.
37. Keeping up to date with PFS policies and changes to regulation.
38. Promoting the Society and the home to maximise occupancy and ensure that contacts are followed through and progressed toward occupancy as far as reasonably possible.

Other

39. You are expected to further your own knowledge and development through attendance of training and development sessions and meetings provided or facilitated by the Society.
40. Taking an interest in the strategic aims of the Society, actively and positively communicating developments to all staff through team meetings and individually.

41. In addition to the duties and responsibilities listed, you are required to perform other duties assigned by your manager from time to time that are within your capabilities.