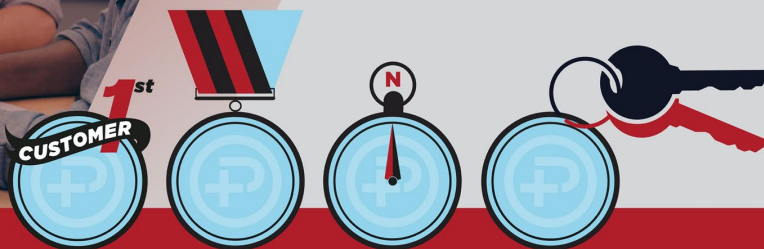


**“We change lives.  
One individual at a time.  
And in the same way, we’re  
going to change society.”**



## Job Description

**JOB TITLE** Senior Business Manager

**DEPARTMENT** Restart

**REPORTING TO** Senior Operations Manager

**CAREER GROUP** Management

**DISCLOSURE LEVEL** Basic

### MAIN PURPOSE OF THE ROLE:

The role of Senior Business Manager (SBM) will support the Operations Manager in managing the performance, productivity and wellbeing of their onsite delivery team.

The SBM will support the team through observation, coaching and development to exceed their targets; resolving escalated complaints; ensuring the maintenance of key relationships with partners and the timely reporting of key performance indicators (KPI's). The SBM will ensure the teams' strict adherence to quality targets and guidelines in accordance with the programme obligations and PeoplePlus process.

The role works closely with the Operations Manager ensuring that data is accurately analysed and presented to Senior Stakeholders, both internal and external, with solutions being identified, proposed and presented at senior level and while it is predominately internally focused, this will depend on the region, contract, and partner relationships.

### KEY RESPONSIBILITIES

#### People motivation, coaching and development

- Conduct regular Case Load Reviews with direct reports, using a supportive coaching approach, ensuring best practice is shared to progress the caseload. sharing of good practice and over performance is acknowledged and celebrated.
- Conduct Monthly Performance reviews with all direct reports assessing performance using data analysis to inform the discussion, ensuring colleagues are aware of expectations and clear actions are agreed to achieve set.
- Conduct Bi-annual Great Conversations that are meaningful and engage the colleague, celebrating achievement and setting clear goals that align with the Colleagues ambitions for their future development. •

Carry out qualitative observations of team members delivery, recognizing and celebrating excellent examples of delivery, as well as delivery constructive feedback to improve services.

- Acting as a coach to all colleagues and new colleagues who join the team, coaching for performance and offering advice and guidance as required, identifying skills gaps and coordinating development actions and training interventions for the team to excel in their roles and progress further within the company.
- Ensure any development plans, including internal and external training agreed within the development plan is completed and the learning achieved is adding value to your direct reports current and future job role.
- Offering technical expert support and advice for the team i.e. how to conduct:- better fff Calculations, advice and guidance, and mock interviews for participants.
- Managing absence and attendance including return to work interviews, maintenance of leave and sickness records and ensuring formal procedures are followed as and when required.
- Cascading information and disseminating company briefings through clear concise written communication and a regular programme of formal and informal team meetings and 1-2-1's.
- Supporting new staff through specific actions identified in their role specific induction programme, and managing them to achieve early productivity success and pass probation.
- Ensure the team are developed and managed to enable them to become a high-performing team, delivering 'best in class' business results aligned to the industry sector standard, ensuring over performance is acknowledged at all levels and celebrated.
- Underperformance is promptly identified, and appropriate action taken to ensure this is effectively addressed in line with company policy. (where applicable)
- All PeoplePlus colleagues are aware of their contractual and financial targets and understand they are accountable for delivering their contribution to those targets.
- Improve colleague engagement in line with the ambition to make PeoplePlus a truly great place to work.

#### **External relationships and stakeholder management:**

- Manage local funder partnerships and attend specific meetings, events as invited and as proactively arranged to ensure the relationships is effective.
- Preparing and delivering presentations at partner, stakeholder, and community events. • Monitor and deliver against strategic employer engagements plans.
- Attend employer visits with Recruitment Managers, coaching and supporting Recruitment Managers and positively representing the company.
- Identification of strategic partner requirements considering current and anticipated caseload need and involvement in the planning process.
- Contribute to strategic partnership development with the view of gaining new business.
- Review of Continuous Improvement Plan to ensure ongoing development of the business and its ability to meet contractual obligations and other standards such as Merlin, Ofsted etc.
- Completing set reports as necessary both ad hoc and on a regular basis as defined by stakeholders.

#### **Finance and facilities**

- Completion of accurate KPI forecasting which is reviewed daily and weekly.
- Monitoring and management of expenditure, budgets, and forecasting.
- Meetings and teams calls with the Finance team to review performance outcomes and expenditure.

- Authorise requests for financial process payments.
- Use of MI data to review/forecast costs incurred in customer support.
- Health & Safety monitoring and risk assessments both for staff and the site.
- Property management and maintenance reporting in liaison with the estates department










### Quality and continuous improvement and safeguarding

- Monitoring the quality of customer service in our delivery and resolving escalated complaints.
  - Regular caseload reviews with colleagues taking insights from customer feedback directly to improvements in the customer journey.
- Liaising with internal stakeholders to ensure that customer service issues and complaints beyond the remit of your team are resolved.
- Development and monitoring continuous improvement plan in line with the published continuous improvement planning cycle.
- Pre-validation checks of files to ensure quality and accuracy of written documentation and that action plans reflect a journey towards employment.
- Review of qualitative file and claim rejections with Risk Management team and Co-Members.

### PERSON SPECIFICATION

Requirement	Essential	Desirable
<b>Education, training and qualifications</b>	✓	✓
educational attainment of either a degree or equivalent or alternatively A-Level or equivalent attainment plus substantial experience of high-quality line management experience in a target orientated business environment	✓	
IAG or equivalent qualification (EPCert, Employability Apprenticeship L4 as examples)	✓	
<b>Skills, knowledge and abilities</b>	✓	✓
Excellent people management, communication, and customer service skills	✓	
Ability to analyse individual and team performance, identify remedial actions and work with colleagues and staff to implement improvements	✓	
Good understanding of the support required to help people into sustainable employment	✓	
Ability to work well as part of a team, with a flexible and innovative approach to work	✓	
Committed to continuous improvement of own skills and development	✓	
Judgment and Decision Making, Relationship and Stakeholder Management, Sales and Performance Management, Inspiring and Influencing, Problem Resolution, Support and Advice, Growth and Development, Approach to Quality, Professionalism and Integrity, Assertiveness and Resilience and Flexibility and Creativity.	✓	
<b>Experience</b>	✓	✓
A personal track record of working towards and achieving targets	✓	
Experience of people management including supporting, mentoring, and coaching and developing an individual	✓	
Experience of working in the welfare to work or employability sectors and/or having supported people with a range of barriers into work e.g.,		✓

those with health conditions, skills need, BAME communities, lone parents		
Experience of working in a fast-paced performance target driven environment, such experience may include working within the following sectors/fields; (Banking, Finance and Recruitment or retail)		✓
Experience of managing a business-to-business sales process		✓

DEMONSTRATE THE PEOPLEPLUS TRADEMARKS		Essentials	Desirable
	<b>Customer First</b> - Helping our customers improve their lives is our 'why'.	✓	
	<b>True North</b> - We always operate with high ethical standards, keeping a sense of our 'True North', even when no-one is watching. We are the best version of ourselves, all the time, in everything we do.	✓	
	<b>Own It</b> - We always take personal accountability for everything we do, including any issue we come across, owning it until it is fixed and seeking help when we need it.	✓	
	<b>Improve to be the best</b> - We want to be the best at what we do for our clients, customers, service users and learners. That means we have a passion to keep learning and improving. We never accept second best.	✓	
	<b>Think big and take risks</b> - Our leaders are always looking for Innovative new ways to delight our clients and customers. They know where they are going and inspire their teams to achieve amazing results. Speed is of the essence and they are prepared to take calculated risks – decisions are reversible and they learn from them. They are very happy to respectfully challenge their peers and once a decision is made they are wholly behind it.	✓	
	<b>Take ownership with integrity</b> - Our leaders take ownership and act on behalf of the whole company ensuring their actions have exceptional impact on the business in both the long and short term. They listen, are honest and treat people with respect and measure themselves and their teams against the best in the industry.	✓	
	<b>Attract, retain and develop top talent</b> - Our leaders act as coaches and mentors and are always looking to develop their teams, help their colleagues and raise the performance bar with every new hire and promotion they make. They recognise people with exceptional talent and willingly share them across the organisation.	✓	
	<b>Simple is Best</b> - Our leaders create a vision for their team and lead by example. They ensure everything they do, and expect from their teams, is simple and not over-complicated. They don't 're-invent the wheel' and share best practice across the business. They encourage the exchange of views and the generation of simple, innovative ideas to help us learn and grow	✓	
	<b>Deliver Results</b> - Our leaders live and breathe the PeoplePlus Vision and Trademarks. They never compromise and ensure their teams fully understand what is expected of them. They	✓	

	have exceptionally high quality standards and are constantly focused on delivering the business objectives in a timely way.		
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Additional Information