



South East RCC Business Manager Job Description

Job Title:	Business Manager
Location:	Hybrid
Level/Salary Range:	Circa £50k
Reports to:	Chief Operating Officer (COO)
<p>We are seeking a proactive individual to support the COO with managing the internal operations of the South East Regional Care Cooperative (SE RCC). The post will offer the successful candidate a chance to get involved in both the day-to-day operations and the long-term development of the organisation. If you are experienced in the requirements of this role, and passionate about improving the experience of children in care in the South East, then we encourage you to apply.</p>	
Background and vision for the organisation	
<p>The number of looked after children in the South East is rising. Services for these children and young people comprise the largest area of overspend in children's services, meaning that there is a compelling argument for taking a different approach to providing high quality local care for these children and young people.</p> <p>The SE RCC is an exciting new organisation aimed at bringing local authorities across the South East together to improve outcomes for looked after children in the region. The social enterprise, formed through a partnership of 15 local authorities, will bring sector learning together with an innovative approach to commissioning and managing high quality placements and services across the region. The RCC will address the fundamental issues in the children's social care market with a focus on quality and consistency of provision together with value for money. Our vision (written to children) is:</p> <p><i>"By working together across the South East, we will provide the right care for you that is available locally and when needed. We will be loving, caring and consistent with high aspirations for you. We will listen to you, put your needs first and will not give up on you. By working together, your voice will be stronger and more influential."</i></p> <p>Partners across the South East recognise the importance of collaboration and working together in this new approach. It is expected the RCC will strengthen existing links and foster new ones across a variety of appropriate groups such as in health and the youth justice system. Working together, we can focus more clearly on looked after children and young people's needs.</p> <p>The approach will be driven by evidence and data that the RCC will take responsibility for, developing a clear picture across the range of current provision based on need. Staff at the RCC will develop new approaches to commissioning and contracting with providers based on evidence of current need and future trends.</p> <p>The social enterprise will be accountable to a board of executive and non-executive directors, with delegated authority from all 18 local authorities. The Board will hold the RCC to account and continue to approve KPIs and operating targets with the RCC reporting back on progress on a regular basis. This is an exciting opportunity to promote strong working relationships across the</p>	



sector in the South East and positively impact on a range of outcomes for children's and young persons' social care.

Data is key to this new approach. The organisation will ingest and analyse data around current and future need and also use appropriate tools such as BERRI to baseline and then adjust support to individual children as need changes over time.

The RCC will provide access and training to local authorities in using the data. The centralised data platform will enable integration of data flows from sources across the partnership with analysis and sufficiency information being available to local authorities and providers. Therefore, by intelligent use of this data across the region the RCC will be at the forefront of developing a regional sufficiency strategy.

Another strand across the region and also a strategic priority is ensuring a workforce academy is in place to deliver on expectations for a SE model of practice. This will be informed by the data describing the issues faced by the sector locally and regionally.

The organisation's strategic priorities are as follows:

1. **Promoting the Voices of Children and Young People:** The SE RCC is committed to ensuring that the voices of children and young people are at the heart of everything we do. We will actively engage with them to understand their needs, preferences, and aspirations, and incorporate their feedback into our activities and decision-making processes.
2. **Commissioning Placements for Complex Children:** We recognise the unique challenges faced by children with complex needs. Our innovative approach to commissioning regionally will focus on creating tailored placements that provide the highest quality of care and support, ensuring that these children receive the specialised services they require.
3. **Regional Working and Partnerships:** Collaboration is key to our success. By fostering strong partnerships with local authorities, health services, the youth justice system, and other stakeholders, we will create a cohesive and integrated approach to children's social care across the South East. This regional cooperation will enhance the quality and consistency of services commissioned.
4. **Workforce Development:** A stable, skilled and dedicated workforce is essential for delivering high-quality care. The SE RCC will invest in workforce development through training, professional development opportunities, and the establishment of a workforce academy. This will ensure that our staff are equipped with the knowledge and skills needed to meet the evolving needs of children and young people.
5. **Setting Up a Sustainable Organisation:** Sustainability is at the core of our vision. We will build a resilient and adaptable organisation that can respond to changing demands and continue to provide excellent services in the long term. This includes leveraging data and evidence to inform our strategies, optimising resource allocation, and maintaining financial stability.

Purpose of the role

- Provide business management and administrative support to ensure that organisational objectives are met efficiently and effectively.
- Improve operations and productivity as the organisation scales and develops to ensure that future ambitions can be met.



The role of Business Manager is critical in the establishment and ongoing management of the organisation's activities. You will be charged with managing the day-to-day finances and operations to supporting the organisation. Working with leadership, colleagues, and partners, the Business Manager will enable the team to achieve the strategic priorities. There will be a need to balance time allocation appropriately between operational priorities and assistance to leadership and the Board.

Key Objectives

- Ensure that the organisation runs smoothly on a day-to-day basis, enabling employees to carry out their jobs efficiently.
- Scan the horizon for potential issues or risks which could hinder organisational efficiency and work with the Chief Operating Office (COO) to plan appropriate mitigations.
- Work with the COO to implement new processes and procedures to continuously improve the organisation.
- Provide administrative support to the Leadership team and Board to allow them to carry out their roles.

Responsibilities

The responsibilities of the role-holder will be varied. The successful applicant will bring a can-do proactive attitude, to embrace a wide variety activities. Due to the start-up nature of the organisation the list below is not exhaustive and is expected to evolve over time.

- Support the COO as required.
- Lead on organisational reporting including the development and production e.g. annual reporting, performance, Leadership reports, business plan
- Lead on day-to-day financial responsibilities including credit card management, bank statement reconciliation, banking, credit control, invoicing, cash management, managing contracts and invoicing and grant claims.
- Lead on budgeting and forecasting, including development of an organisational performance management framework
- Governance and Board Reporting including coordination of board papers, meeting setup and logistics.
- Leadership and Board support, including travel booking and meeting minuting (including AI) and diary management for the CEO/COO.
- Managing organisational action trackers and activity forward plans.
- Event management for internal and external events.
- Internal communications to employees and partners.
- External communications and marketing to stakeholders, funders and government.
- HR administration including sickness management, annual leave, training, and recruitment of employees.
- Accommodation management including team office solutions, and managing any matter arising from hybrid working arrangements.
- Lead on day to day oversight of health and safety.
- Procurement administration including ordering and managing inventory of office supplies.
- Day to day support for IT, to both access IT services and facilitate laptops, phones etc.



- Contract management for support services to the organisation, including finance, IT, legal, HR etc.

Knowledge and applied skills

Necessary:

- Experience of managing a small to medium sized organisation.
- Excellent written and verbal communication and interpersonal skills.
- Adaptability and ability to get involved in lots of different areas of the organisation.
- Willingness to work across both detail and strategic matters.
- Financial acumen, with demonstrable experience of financial management including budgets and cashflow management.
- Flexibility to respond to changing organisational needs.
- Excellent time management skills.
- Ability to prioritise effectively.
- Strong IT skills, including knowledge of Microsoft applications and accounting software.

Desirable:

- Recognised financial qualification.
- An understanding of the pressures and issues within children's social care.
- Experience gained in a start-up organisation.

Additional role information

The role is hybrid, with regular in-person days. These will be either in a central London location or in the South East.

There may be the need for occasional business travel within the region and nationally.