**JOB DESCRIPTION**

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| **JOB TITLE** | **Regional Support Manager** |
| **REPORTING TO** | **Managing Director** |
| **RESPONSIBLE FOR/JOB PURPOSE** | **The Regional Support Manager will provide an invaluable, diverse range of support to the Managing Director and Head of Operations with a driven, innovative and forward-thinking approach to projects, systems, administration and development activities. Demonstrating the foresight and ability to take an initial brief instruction and take ownership of task and/or project delivery; the post holder will ultimately be responsible for supporting and driving the implementation of the regional and business development pursuits.**  **The Regional Support Manager will be responsible for line managing and leading the Support Coordinators based in their regional office.** |
| **LOCATION** |  |

**DUTIES AND RESPONSIBILITIES**

**Regional Support Manager Activities**

* Screening and managing emails, letters, telephone calls, and meeting requests to proactively schedule and communicate prioritised workload commitments of the Managing Director and Head of Operations.
* Prepare for meetings with clients, colleagues, vendors and developing itineraries as needed.
* Prepare, proofread and edit both internal and external correspondence and communications
* Utilise expert time management skills and expert judgment to conserve Executive and Senior Leadership time.
* Support the Support Coordinators to manage their workload effectively to ensure they consistently support the Regional Managers.
* Ability to write clear and concise business correspondence.
* Attend meetings, prepare notes and deliver minutes and action plans as required.
* Manage stakeholder relationships with partner organisations and coordinate conferences and events as appropriate.
* Ensure consistent development of internal process for enquiry management, systems and databases across the region.
* Undertake the facilities management of the regional office.
* Co-ordinate any incoming complaints and the associated activities involved in resolving and responding.
* Logging notifications to CQC or SSSC. Understanding of the registered office requirements.  
  Scotland – Coordinate the SSSC activity.
* To communicate directly with the MD/HoO in relation to any complaints, concerns or newly identified risks in line with whistleblowing and safeguarding procedures.
* To coordinate RBU volume and delegation of work, incorporating all business partners.

**Line Management Responsibilities**

* Lead, motivate and give direction to the Support Coordinators to ensure they deliver high quality and consistent support by setting performance standards and ensuring objectives are achieved.
* Manage and co-ordinate the activity of Support Coordinators to ensure achievement of objectives.
* Ensure training and development needs are identified and met.
* To monitor the performance of Support Coordinators in the region undertaking regular You Can! meetings.
* Ensure regular, open and consistent communication within the team
* Demonstrates and sets high standards of personal and professional behaviour
* Lead culture change and innovation projects empowering individuals within the team

**Analysis and Audit**

* Support the Support Coordinators in understanding and creating the monthly KPI reports and any associated tasks required from MD.
* Training plan forecasting
* Co-ordinating data requests from services and summarising outputs
* Oversee the governance of Nourish
* Governance and oversight of electronic filing to meet CQC and all other audit requirements

**Events and Communications**

* Oversee the planning of all events and communications activity completed by the Support Coordinators. This will include Fresh Eyes Meetings and regional implementation of national and regional events and activities
* Manage organisational communication flows to commissioners
* Co-ordinate the involvement of the people we support and their families with the organisation (e.g. arrangement of family webinars etc.).

**Technical Expertise**

* Lead and support the Support Coordinators in the professional application and usage of all MS packages, ensuring everyone is fully trained and competent in all levels of report, spreadsheet, presentation and organogram creation and delivery.
* Apply a high level of attention to detail in the delivery of all document and presentation submittals; ensuring formatting, branding and content have been meticulously considered and that the finished products are legible, professional and consistent with business expectations
* Enforce the correct usage of company brand guidelines.
* Demonstrate a high level of competency in the written aspects of building appropriate reports and presentations packages; knowing your audience and pitching the content accordingly
* Be experienced in setting up meetings via Microsoft Teams and Zoom and have confidence working with these programmes.

**Administration Support**

* Assist in the research and preparation of routine reports and information as advised by the Managing Director
* Assist in the collation and compilation of statistical information, including the analysis of data and appropriate presentation of results, trends and proposals accordingly
* Organising and, where required, attend meetings, ensuring attendees are well prepared (e.g monthly RBU meetings)
* Proactively manage all administrative support requirements
* Understand the business priorities and challenges, incorporating reflective support processes accordingly
* Continually identify, enforce and share efficiency saving measures

**General Responsibilities**

* Assist the region and organisation in meeting their business objectives
* Know and understand the needs of our charity and our stakeholders.
* Implement proactive, well-structured initiatives and solutions
* Continually strive to deliver efficiency saving measures to benefit our business and customers
* Advocate collaborative and joined up working models
* Support and develop business development and marketing efforts, in line with business strategies
* Continually strive to implement business improvement initiatives
* Represent Community Integrated Care at various meetings, conferences, training events and social occasions as the need arises, to promote generally the empowerment of people who we support, supporting our Best Lives Possible strategy.
* Comply with and promote Community Integrated Care’s policies and maintain the values of the organisation at all times
* Undertake training as appropriate to further professional development

**KEY REQUIREMENTS**

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| **KEY REQUIREMENTS (D – Desirable E – Essential)** | | | |
| **1.** | **Qualifications** | **D / E** | **EVIDENCED BY** |
|  | * Educated to HND level or equivalent work experience of working in a similar role * Degree qualified in related discipline | **E**  **D** | **Application Form, Certificates** |
| **2.** | **Skills / Abilities** |  |  |
|  | * Proficient in Office applications / Excellent IT skills * Problem solver with proactive and innovative approach to working * Demonstrable communication and interpersonal skills * Experience supporting work activities at senior management level * Ability to take lead on task completion activities, with minimal supervision | **E**  **E**  **E**  **E**  **E**  **E** | **Interview, References,**  **Application Form** |
| **3.** | **Experience** |  |  |
|  | * Understanding of importance of professional reporting * Confident working with senior staff, clients and suppliers * Ability to think on their feet, considering all associated implications, restrictions and impacts * Working at Board and Executive level * Solid ability to interpret information and legibly present * Understanding of Social Care Market and associated challenges aligned with Business Development activities within this sector * Understanding of budgetary responsibility * Understanding of stakeholder engagement and positive promotion and marketing | **E**  **E**  **E**  **E**  **D**  **D** | **Application Form,**  **Interview, References.** |
| **4.** | **Knowledge** |  |  |
|  | * Knowledge of Community Integrated Care * Knowledge of Health and Safety legislation | **E**  **D** | **Interview**  **Interview** |
| **5.** | **Personal Attributes** |  |  |
|  | * Credible, and comfortable in dealing with multi-agency partners * Reliable and determined * Empathetic communicator, able to see things from the other person's point of view. * Keen for new experience, responsibility and accountability. * Able to get on with others and be a team-player. * Able to organise, plan and work to deadlines | **E**  **E**  **E**  **E**  **E**  **E** | **Application Form, Interview, References** |
| **6.** | **Customer Focus** |  |  |
|  | * Displays professional image * Understanding of the role of Regional Support Manager and how it fits with the organisation as a whole | **E**  **E** | **Application Form, Interview** |

**NB : This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.**

This Job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.

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| **DATE PREPARED:** | Tuesday, 16 February 2021 |
| **PREPARED BY :** | Nicola Barnes |