**Job Description**

**Job title:** Business Manager

**Grade:** 9

**Directorate:** Housing and Land

**Unit:** London Estate Delivery Unit

**Job purpose**

The London Estates Delivery Unit (LEDU) is supporting the London Estates Board (LEB) in delivering the transformation of the health and social care estate in London. The LEDU works in partnership with the NHS in London, London local government, national and central government partners, and also works in partnership with key national and regional organisations to enable a wider ‘virtual’ delivery team to function effectively.

The LEDU Business Manager will co-ordinate and organise the LEB and LEDU administrative and business support requirements, including operational, governance, IT and risk-based processes, acting as the effective liaison across the core and ‘virtual’ teams and supporting the LEDU Programme Director to achieve the LEB objectives.

**Principal accountabilities**

1. Provide expert advice to teams to ensure compliance with corporate governance, data security, internal audit, record retention and risk matters, particularly relating to the preparation of reports, conduct of business and all corporate assurance requirements and relevant procedures and systems.

2. Provide the LEDU Programme Director with accurate and timely information on all aspects of business support for the organisation, including management assurance, audit reviews, health and safety and governance.

3. Provide effective administrative and operational support across the organisation to ensure the smooth running of day to day operational functions.

4. Provide the LEDU Management Team with advice and assistance on the organisation’s risk registers with periodic reviews of the whole risk register ensuring that the team’s governance and risk management are in line with GLA procedures and policies.

5. Support the Programme Director in drafting and co-ordinating completion of the LEDU’s business plan to ensure alignment with corporate plans.

6. Provide expert advice and leadership in the management of the directorate’s IT systems and processes to ensure that business systems are fit for purpose, accurate and operating effectively.

7. Represent the interests of the GLA and LEDU on internal and external IT systems groups.

8. Lead on providing internal and external training, documentation, testing and system development for IT business systems used within the organisation.

9. Produce management reports for internal and external boards, working groups or stakeholders that reflect the operational progress in London.

10. Lead on, or represent the LEDU team, on internal or external programme, policy or project groups.

11. Lead on responding to and co-ordinating requests for information under the Freedom of Information Act, Mayor’s Question Time and general enquiries to the directorate ensuring that responses are consistent, accurate and provided within the relevant timeframes.

12. Realise the benefits of London’s diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London’s communities

13. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams.

14. Take responsibility for the supervision, direction and management of more junior staff as required, including apprentices and management trainees.

**Accountable to:** LEDU Programme Director

**Accountable for:** Resources allocated to the role

**Principal contacts:** LEDU senior managers

LEB Chairs

STP Strategic Estates Leads

NHS Property Companies

NHS England and Improvement

Mayor's Office

GLA Assembly

External investment partners and other bodies

**Person specification**

**Technical requirements/experience/qualifications**

1. Degree level qualification and/or appropriate professional qualifications/membership or relevant equivalent experience.
2. Strong organisational and planning skills including experience of operating in highly pressured and complex environments.
3. Excellent interpersonal skills
4. Significant experience and evidence of effective report writing

1. Good judgement and awareness of business needs

**Behavioural competencies**

**Building and Managing Relationships**

.. is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

Develops new professional relationships

Understands the needs of others, the constraints they face and the levers to their engagement

Understands differences, anticipates areas of conflict and takes action

Fosters an environment where others feel respected

Identifies opportunities for joint working to minimise duplication and deliver shared goals

**Communicating and Influencing**

…. is presenting information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us.

Level 2 indicators of effective performance

Communicates openly and inclusively with internal and external stakeholders

Clearly articulates the key points of an argument both in verbal and written communication

Persuades others, using evidence based knowledge, modifying approach to deliver message effectively

Challenges the views of others in an open and constructive way

Presents a credible and positive image both internally and externally

**Organisational Awareness**

…. Is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly

Level 3 indicators of effective performance

Uses understanding of differences between the GLA and its partners to improve working relationships

Helps others understand the GLA and the complex environment in which it operates

Translates changing political agendas into tangible actions

Considers the diverse needs of Londoners in formulating GLA objectives

Helps others understand how the media and external perceptions of the GLA influence work

**Planning and Organising**

….. is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance

Priorities work in line with key team or project deliverables

Makes contingency plans to account for changing work priorities, deadlines and milestones

Identifies and consults with sponsors or stakeholders in planning work

Pays close attention to detail, ensuring team’s work is delivered to a high standard

Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

**Research and Analysis**

… is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits

Level 2 indicators of effective performance

Proactively seeks new information sources to progress research agendas and address gaps in knowledge

Grasps limitations of or assumptions behind data sources, disregarding those that lack quality

Analyses and integrates qualitative and quantitative data to find new insights

Translates research outcomes into concise, meaningful reports

Identifies relevant and practical research questions for the future

**Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.