

Position	Business Manager
Responsible to	Registered Manager and Head of Business and Finance
Responsible for	Head Chef, Head Housekeeper, Front of House Administrator and Caretaker (jointly)
<b>Job purpose</b>	
Working as part of the home management team and Swallowcourt's senior leadership team, alongside the Registered Manager, you will have responsibility for ensuring the business functions across the Home run efficiently and effectively with particular emphasis on financial performance.	
<b>Core responsibilities</b>	
<p>Line Management:</p> <ul style="list-style-type: none"> <li>• Manage Ancillary Heads of Department with budget awareness, budget management and stock control</li> <li>• Ensure Heads of Departments are producing rotas in accordance with policy</li> <li>• Carry out Supervisions and Appraisals for Heads of Department including Caretaker together with Head of Estates</li> <li>• Manage Receptionist including supervisions and appraisals</li> </ul> <p>Finance:</p> <ul style="list-style-type: none"> <li>• Ensure resident records are maintained accurately</li> <li>• Administering resident money in accordance with company policy, including the issuing of monthly statements.</li> <li>• Administering the petty cash for the home in accordance with company policy</li> <li>• Where necessary undertake any banking (e.g. paying in and withdrawing resident monies, paying in cheques for fees and cashing petty cash cheques).</li> <li>• Communication to residents, relatives and Head Office if fee reviews result in a required fee change.</li> <li>• Prepare Management Accounts reports and work alongside the Finance Team to overcome any variances from budget</li> </ul> <p>Customer service and marketing:</p> <ul style="list-style-type: none"> <li>• Presenting as a smart, professional and welcoming presence to all who come into the home;</li> <li>• Point of contact for all enquiries, residents and relatives</li> <li>• Develop contacts within the local community and support with events running</li> </ul>	

in the home and in conjunction with the community.

Resident experience:

- Liaise with new residents and their families pre-admission, on admission and for the duration of their stay
- Ensure all empty rooms are ready for visits from prospective residents

HR:

- Preparing the payroll information for all staff in the home from daily reconciling of hours to producing the monthly payroll reports and liaising with our payroll bureau
- Preparation of the weekly rota, at least 6 weeks in advance, for final amendments and sign off by the Management of the home.
- Management of the Annual Leave requests for all Departments in the home and allocating any unused AL when appropriate.
- Assisting the Management of the home in filling vacant shifts.
- Assisting with the recruitment process as follows (but not limited to):
  - Provision of Part A forms for interviews;
  - Checking ID is complete and taking copies; and
  - Providing electronic and hard copies of all information to Head Office.
- Maintaining employee records
- Assist the HR department in undertaking the annual DBS check and updating records.

Compliance and Training:

- Petty cash and residents' money audits
- Ensure staff are booked to attend required training sessions
- Maintain an overview of competencies completed and pending

Contracts and Estates:

- Approve appropriate invoices
- Maintain list of vacant bedrooms and their room enhancements
- Ensure all empty bedrooms are clean and ready for marketing with any requirements reported to relevant person and followed up.

Other:

- Ensure archiving is managed effectively
- Lead on the coordination of information relating to Care Home Record and Subject Access Requests, in line with GDPR and company policy
- Any other duties as reasonably expected

In line with Health and Safety Policy the job holder is expected to:

- Take reasonable care of his/her own health, safety and welfare and that of other people who may be affected by his/her actions or omissions.
- To comply with health and safety law and Health and safety Policies and Procedures.
- Not to misuse or interfere with, intentionally or recklessly, anything provided in the interests of safety.

The job holder is also expected to:

- Act in an honest, responsible and respectful manner to others.
- Be responsible for their own professional conduct.
- Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
- Comply with our obligations to our key stakeholders.
- To attend all mandatory training as required.

### **Person specification**

<b>Description</b>	<b>Rating</b> (Essential/ Desirable)
Excellent Microsoft Office skills	E
Good communication and interpersonal skills	E
Prepared to study whilst working (company paid training)	E
ECDL or equivalent	D
Qualification in Business or Management	D

Last updated: 24/10/2022

Signed:

Print Name:

Date: