
Post	Regional Business Partner
Salary	£32,000 per annum
Responsible to	Regional Manager
Accountable to	Director of Enable Cares

Enable is a dynamic, forward-looking and vibrant charity dedicated to ensuring an equal society where everyone has the right to live, work and participate as active and respected citizens in the communities of their choice.

Enable Cares provide human rights-driven, self-directed social care for more than 1,100 people across 27 local authority areas in Scotland. We do this through our industry-leading PA model.

Primary Job Purpose

The Regional Business Partner will be responsible for supporting our leadership teams across Enable Cares who deliver direct services to people accessing the Personal Assistant (PA) model. The nature of the role is diverse and highly autonomous. Acting as key business partner to the Regional Manager and Services Managers, the post holder will manage day to day administration management functions, whilst aligning to a shared vision with the operations management; enabling the deliver high quality services to people we support.

This is a new regional role with Enable and reflects our drive to develop a high quality, service led organisation with focus on supporting sustainability and productivity of the Cares pillar. The core responsibilities of the role will be to support the operational management teams to deliver high quality services compliant with regulatory bodies and optimisation of resources through utilisation of the workforce. These core responsibilities will support the financial resilience and sustainability across Enable Cares.

The role will be pivotal in ensuring standardisation of systems and processes with a focus on core deliverables to support Enable Cares delivery by ensuring:

- Timely and accurate payroll processing for Enable Cares staff;
- Effective and accurate billing for Enable Cares services;
- Facilitation of regulatory compliance including:
 - Staff SSSC registration requirements;
 - Mandatory and Bespoke training compliance
 - Oversight and delivery of all relevant compliance KPIs

Main Duties and Responsibilities:

Systems & Processes

- Support Regional and Services Managers in the ongoing delivery of high-quality support services, supported by policies, procedures, processes and systems.
- Work in partnership with Digital, Change, ICT and Central Service Teams along with the Regional Business Partner Team across Enable to embed good practice, adopt

new ways of working, while striving to improve how the organisation operates utilising real time information.

- Optimise opportunities to seek dynamic digital solutions to enhance existing processes.
- Ensure effective Absence Management processes through roll out of automation and digital solutions.
- Liaise with Digital teams and Regional Business partners, supported by the Head of Strategic Development, to support Training Coordination and Management by optimising data resources and enhancing current organisation systems to support productivity
- Ensuring full cost recovery of all payroll costs by effective Invoicing processes that review efficiencies that can be made to automate invoicing processes as far as possible.
- Enhance optimisation of the workforce through WFM, ensuring optimisation of all staff contracted hours and timesheet management by enhanced WFM processes and reporting through digital solutions.
- Assist the Service and Regional Managers in ensuring robust and effective management oversight of regulatory compliance including staff SSSC registration and training as well as service review and reporting requirements
- Ensure consistent approach to management and storage of local information using SharePoint and MS Teams to ensure readily available real time information available for local management teams and frontline staff teams, in line with regulatory requirements.
- Optimise the roll out of the Enable Cares Management HUB and key management and information dashboards to support real time decision making across management and leadership teams underpinned by the values of ensuring productivity and supporting sustainability.

Facility Management

- Manage all Health & Safety requirements throughout office base(s) in line with organisational policy
- Ensure all sites are presentable, fit for purpose and well utilised by staff and visitors
- Manage disaster recovery and business continuity planning and deployment within each associated site

Finance

- Manage office facility budget, ensuring spend is continuously in line with financial plan and affordability in conjunction with the Regional Manager and Head of Strategic Development
- Where required, manage local bank account and office petty cash controls and reconciliation process
- Ensure appropriately managed Appointee audits process
- Ongoing maintenance of individual budgets (ISFs), working with Finance and Services colleagues to ensure that these are “real time”.

Administration Line Management

- Manage, support, mentor and develop administration staff across region
- Actively conduct support and supervision process , in line with the organisations People Plan

- Ensure all administrative staff are performing and leading on areas of responsibility appropriately
- Manage and maintain appropriate staffing compliment, ensuring effective and efficient support levels are provided at all times
- Manage staff absence and training in line with organisational policies

General Responsibilities

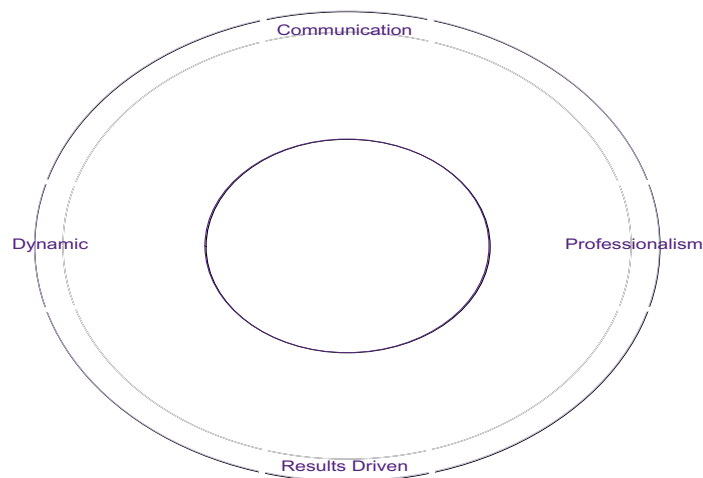
- Assist the region and organisation in meeting organisational objectives
- Know and understand the needs of our organisation and customers
- Implement proactive, well-structured initiatives and solutions
- Continually strive to deliver efficiency savings which benefit our business and customers
- Comply with and promote Enable's policies and maintain the values of the organisation at all times
- Undertake training as appropriate to further professional development
- Undertake other duties as determined by the developing nature of the organisation

PERSONAL SPECIFICATION

	Essential Criteria	Desirable Criteria	Advantageous Criteria
Qualifications			
Knowledge & Understanding	• Excellent IT skills • Understanding of importance of professional standards of reporting • Confident working with senior staff, clients and suppliers • Understanding of Social Care Market and associated challenges within this sector • Ability to provide solutions to resolve emerging issues considering all associated implications, restrictions and impacts	• Proven ability to interpret information and legibly present	

Previous Experience	• MW Office Capabilities: Word (Expert) Excel (Advanced) Outlook (Advanced) PowerPoint(Adequate) • Problem solver with proactive and innovative approach to working • Demonstrable communication and interpersonal skills • Experience supporting work activities at management level • Ability to take lead task completion activities, with minimal supervision	• Experienced in supporting, developing and mentoring administrative staff • Ability to negotiate with suppliers and ensure best value for the organisation • Experience of contracts and policies • Understanding of general people and financial issues/procedures	•
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KEY COMPETENCIES



Leadership

The ideal candidate will be confident in their ability to lead by example in the delivery of high quality system and process adherence.

Communication

It is essential that the post holder is a confident communicator, who understand the impact of rigorous systems and processes within the delivery of high quality support services.

Professionalism

Professional approach must always be displayed at the forefront of all works being produced and when representing the organisation.

Results Driven

Highly self-motivated, dedicated, and hard-working; able to take initiative to work autonomously and to meet tight deadlines.

Dynamic

Confident in their own ability, with the skills and experience to bring a dynamic approach to this busy function .