

Care & Repair in Powys

Job Description



Gofal a Thrwsio ym Mhowys
Care & Repair in Powys

Position:	Agency Manager
Location:	Newtown (Hybrid working)
Salary:	£50 circa
Responsible to:	Barcud Group Director of Commercial Services.
Line Management Responsibility for:	Casework & Service Manager and Senior Technical Officer

JOB PURPOSE.

To Manage the Care & Repair agency on a daily basis ensuring that existing funding streams are maintained and look to develop the business by increasing innovation in how we work, and the services that we provide. The post-holder will liaise with all existing and new stakeholders on a regular basis, across Wales and along the Border; and engage with clients to ensure that the services that we currently provide are to the expected standard and establish what other services that we could offer.

The Post-holder will collate KPIs and manage all budgets, and prepare regular performance reports to the Group Director and the Board, as well as relevant stakeholders; ensuring that Care & Repair in Powys remain in the top quartile of agencies in Wales. The Post-holder will be instrumental in ensuring that Care & Repair in Powys is recognised as an innovative organisation; where appropriate, leading on developing and the promotion of the organisation and demonstrating that the agency provides value for money in all that it does.

OBJECTIVES OF THE POST.

1. To give direction and leadership to the organisation toward the achievement of the its destination statements, vision, mission, strategy and objectives and uphold its values.
2. Promote the Agency and its business interests to the general public and key stakeholders. To be the accepted public and professional face of the Agency in contact with the media, stakeholders, partners, our clients, the Welsh Government and others within our industry sector, all of whom may influence the future well-being of the Agency.
3. To implement the strategic aims and objectives of the organisation as agreed by the Care & Repair Board and where necessary to review the organisational structure to meet those aims.
4. Together with the Chair and Group Directors, enable the Board to fulfil its legal, financial and monitoring obligations, ensuring the Agency operates in accordance with statutory

requirements, the requirements laid down by the Welsh Government from time to time, the Company's own Rules, as well as its policies and procedures.

5. To ensure the organisation meets its corporate and statutory commitments as a subsidiary as defined in the "intercompany Agreement" between it and the Barcud Group parent company.

6. To ensure that Care & Repair in Powys' policies are up to date and aligned with the Barcud Group policies, and that all staff are aware of all policies and procedures.

7. To oversee the smooth running of the Agency and provide leadership by example to the staff team.

8. To provide for the continued growth of the Agency within the strategies and policies agreed by the Board while maintaining its viability.

9. To ensure the continued sustainability of the Agency, and expansion of the service it provides, seeking alternative funding opportunities to do so.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Board Support and Governance

- Prepare, implement and regularly review a Business Plan in respect of all of the Agency's spheres of activities, both existing and future, and ensure this matches any aspirations set for the agency by the parent body, ensuring said Business Plan is approved by the parent body in a timely manner.

- Encourage a challenging but respectful relationship with the Board to maximise the value of Members time.

- Ensure that the Board regularly reviews the performance of the Agency in relation to the Business Plan.

- Ensure that the Board regularly reviews policies and key strategies relating to all aspects of the Agencies work.

- Ensure that the Board regularly reviews the performance of the various functions of the Agency in accordance with statutory requirements, the requirements laid down by the Welsh Government / Care & Repair Cymru from time to time and the Agency's own policies and procedures.

- Maintain good working relationships with all key stakeholders and use every opportunity to be an ambassador for the Agency and its work in the community.

- Ensure that the Board and relevant Group Committees as appropriate have sufficient information on which to base key decisions and/or to fulfil the defined objectives.

- Act as the main interface between the Care & Repair Board and staff.

2. Service Development and Delivery

- Manage the development and implementation of the agreed service aims and objectives in partnership with the Local Authority (Powys County Council), Care & Repair Cymru, Welsh Government, Powys teaching Health Board and other key stakeholders.
- Ensure the effective delivery of services to clients
- Consider opportunities for growth / diversity and report on these to Board making appropriate recommendations.
- Monitor, review and improve service delivery including both the quality of the service and getting the most from limited resources.

3. Financial, Tax and Risk Management

- Liaise with the Group Assistant Director of Finance or their representative to ensure that a sound and sensible budget is produced which meets the strategic objectives agreed within the Business Plan.
- To liaise with the Group Assistant Director of Finance or their representative over the preparation of the Statutory Accounts as necessary.
- Manage the Agency's resources within budget guidelines and according to current regulations and law.

4. Fundraising

- Ensure funding applications are prepared and submitted in accordance with stakeholder requirements in a timely manner, working with the Group Director and Assistant Director of Finance or their representative where necessary.
- Investigate other options for raising funds to support the work of the Agency, and agreed strategy. Prioritising initiatives which may provide opportunities for long term funding.
- Investigate opportunities for social enterprise, where these both meet the strategic aims of the Agency and are financially sustainable.

5. Human Resources Management.

- Ensure that staff understand the Agency's vision, mission and Business Plan, and their role in delivering the desired outcomes.
- Ensure an annual appraisal of staff is undertaken
- Manage the staff of the Agency in accordance with the policies and procedures of the Agency and the Group, ensuring they fully conform to current laws and regulations.
- To lead motivate and constantly challenge staff to give of their best in their service to the Agency and its customers.

6. Community and Public Relations.

- Ensure the Agency, its vision, values, services and outcomes are consistently presented in a strong and positive way to both relevant stakeholders and the wider citizens of Powys.
- Work with the Group's communications staff to promote the services of the agency, and its positive image.

GENERAL

- Undertake training and professional development as agreed.
- Undertake such other duties as may reasonably be required by the Group Director or Board.

A. Continuous Improvement

To commit to and engage with Continuous Improvement / Internal Audits and play a part in reviews as and when required.

B. Client participation & views

To ensure the views of the Agency's clients are taken into account whenever possible when carrying out your role and when considering the provision of services.

C. Data protection

To comply with and/or ensure compliance with the Agency's Data Protection policies and the General Data Protection Regulations.

D. Health and Safety

To address health and safety policies and arrangements in a proactive manner to ensure that a high standard of safe working practices are maintained.

To follow health and safety advice and instructions. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts.

E. Equal Opportunities

To actively abide by, support and implement the principles and practice of equality of opportunity as laid down in the Group's Single Equality scheme or its equivalent, including the promotion of a bilingual service where practicable.