

Job Title: Business Manager

Location: Home Based *(with expected weekly travel within Essex to meet the requirements of the role)*

Reports to: Director of Care

Direct Reports: Employability Advisor, Project Lead

Salary: £36,000

Job Type: Full-Time

About Us:

Hamelin exists to reimagine life for individuals with learning disabilities and autism, enabling limitless possibilities. Our mission is to build inclusive, caring, and compassionate communities for autistic individuals and those with learning disabilities. By empowering and supporting these individuals, we strive to enable them to live the lives they choose.

Your New Role:

Hamelin is seeking a dynamic Business Manager to lead our expanding Employability and Befriending Projects. In this diverse role, you'll play a pivotal part in ensuring our projects meet their goals and create a lasting impact in our communities.

As the Business Manager, you will oversee two important initiatives:

- **Employability Project:** Here, you will empower adults with learning disabilities and/or autism to find and maintain meaningful paid employment. You will line manage Hamelin's Employability Advisor, providing essential support and guidance to foster growth and success within this project.
- **Befriending Project:** This initiative focuses on enabling adults with learning disabilities to engage in community activities through befriending, mentoring, and peer-led programs, all supported by our dedicated volunteers. As Business Manager, you will orchestrate the essential logistical, analytical, and administrative tasks that keep this project running smoothly.

Initially you will oversee the service delivery of the befriending project, whilst supporting the IGC team to secure additional funding to expand into other geographical areas.

On the achievement of additional areas, regional staff will be supported.

This role is crucial in making sure we deliver exceptional service, stay compliant, and run our projects efficiently— whilst ensuring our mission, vision and values are not compromised. You will also be key in developing the Charity as it seeks to evolve its services and reach.

Your Day-to-Day:

In your day-to-day role, you'll be steering the projects and your team towards the next level of success.

Project Management:

- Oversee the daily operations of the project scope.
- Develop and put into action strategies to grow and enhance the projects, meeting the ever-changing needs of those we support.
- Create and manage the project budgets, including staffing and physical requirements, ensuring financial sustainability and growth
- Maximise resources and staff efficiency to ensure we get the best possible outcomes with the resources available.

Team Leadership:

- Lead and support a team
- Recruit and build a highly motivated team that aligns with our values and goals.
- Monitor the performance of the current team, providing feedback and support to ensure high standards of care and efficiency.

Compliance and Quality Assurance:

- Follow Hamelin's policies and procedures to maintain best practices and regulatory standards.
- Implement and oversee quality assurance processes, including gathering feedback from project participants and colleagues to keep improving our service delivery.
- Engage with and become involved with continuing self-development.

Stakeholder Engagement:

- Identify, build and maintain strong relationships with project participants, families, local and health authorities representatives, and other key stakeholders.
- Represent the Charity and service at meetings, events, and forums, advocating for the needs and rights of those we support.
- Work closely with other teams and services within the charity to ensure a unified approach to care and support.

Business Development:

- Identify and exploit opportunities for expanding the service, from new partnerships and funding sources both inside and outside health and care to innovative care models.
- Prepare and present business cases for improvements or expansions to the senior leadership team.
- Lead marketing and promotion of the service, boosting awareness. interest and attracting new project participants.

Other Requirements:

- Be ready to work flexibly, which might include weekends and bank holidays. You might also be asked to work in different services as needed.
- Complete all required training, whether through e-learning or in-person courses.
- Adhere to our published policies, procedures, and standards.
- Adhere to compliance and governance requirements.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Business Manager at Hamelin.

Are you ready to take on the challenge?

We're a values-driven charity, and we expect all our colleagues to truly live out our core values every day. Below, we've outlined what we're looking for in the ideal candidate:

We Think Differently

It's essential that:

- You're committed to reshaping how services for people with learning disabilities and/or autism are delivered, with a forward-thinking mindset that meets the needs of today and anticipates the needs of tomorrow.
- You bring innovation to the table, always putting our project participants at the heart of every decision.
- You inspire aspirational and positive thinking within the team, helping to build a community full of optimism.
- You lead by example, inspiring change and setting a high standard for others to follow.

We Enhance Lives

It's essential that:

- You make bold, meaningful decisions that improve the quality of service for everyone.
- You and your team celebrate our project participants' successes and create new opportunities for them to thrive.
- You're dedicated to supporting your team's growth and development.
- You're a true team player—listening, supporting, and jumping in to help wherever needed.

We Are Community

It's essential that:

- You create and nurture a caring, respectful, and inclusive environment for both project participants and colleagues.
- You actively listen to your team and encourage them to challenge the status quo in pursuit of better service delivery.
- You maintain a culture of collaboration and positivity, ensuring that everyone's voice is heard and valued.

Other Requirements

It's essential that:

- You have at least two years' experience managing services for individuals with learning disabilities and/or autism.
- You possess strong business acumen, with experience in budget management and service development.
- You hold a valid driver's license and have access to a vehicle.
- You are able to work flexibly across locations in Essex to fulfill the requirements of the role.

It's desirable that:

- You have experience working in a charity or non-profit organisation.
- You have links within employability.
- You have experience in mentorship.
- You're familiar with the local community and relevant stakeholders.