

## JOB DESCRIPTION

<b>JOB TITLE</b>	Mobilisation Manager
<b>REPORTING TO</b>	Business Development Partner
<b>RESPONSIBLE FOR/JOB PURPOSE</b>	<p>The Mobilisation Manager will work alongside the regional teams and take ownership of managing, coordinating and delivering on the mobilisation of new business, from inception through to completion.</p> <p>This will include accountability for:</p> <ul style="list-style-type: none"> <li>• Working with the business development and regional team to identify and agree the brief.</li> <li>• Being the main internal and external point of contact for mobilisations in the designated region</li> <li>• Delivering the mobilisation on time and on budget.</li> <li>• Ensuring all relevant areas of the wider business are briefed on all current and upcoming mobilisations within the designated region and that they understand timescales, requirements and their role within each.</li> <li>• Working with internal and external partners.</li> <li>• Owning, leading, coordinating and tracking the mobilisation; assigning and undertaking practical tasks as required.</li> <li>• These practical tasks could include (and not be exhaustive of); holding recruitment events/interviewing, undertaking property searches and viewings, liaising with the RSL, managing referrals, arranging and completing initial assessments, attending MDT and family meetings, ongoing liaison with social workers and wider MDT, coordinating best interest/AWI processes, agreeing transition plans, booking training, sending letters and holding welcome meeting for service users and families, agreeing budgets and hours, arranging required facilities, IT and cost centres, liaising with the landlord and ensuring the property is ready, supporting practical elements of the TUPE process, reviewing current support plans/documentation and obtaining outstanding information required for 'Go Live', creating marketing materials to promote the service and generate referrals.</li> <li>• Regularly briefing the Regional Manager, Service Leader and Business Development Partner as well as the wider business units on progress; obtaining their input and progress reports as and when necessary.</li> </ul>

	<ul style="list-style-type: none"> <li>• Following ‘Go Live’ you will be responsible for working with the regional teams to practically mobilise the Community Integrated Care ‘tender offer’ and embedding this into the service. This could include (and not be exhaustive of) completing social value actions, delivering a service redesign/remodel, facilitating contractual requirements.</li> <li>• Once the service is fully mobilised and the tender offer embedded you will populate a handover guide which will be signed off by all relevant parties in a final mobilisation meeting before withdrawing.</li> <li>• The handover should include and not be exhaustive of, key contract obligations and milestones, SLA requirements, social value commitments, local arrangements and agreed outcomes.</li> </ul> <p>In addition to the mobilisation of new business you may be required to:</p> <ul style="list-style-type: none"> <li>• Lead and deliver the mobilisation of change management programmes as required by operations including deregistration’s and remodelling of existing provision.</li> <li>• Support the Business Development Partner, Head of Operations and Regional Managers to prepare comprehensive business cases for new business, re-provision and development proposals within region as required; following agreed sign off and approval processes.</li> <li>• Develop case studies and gather evidence of outcomes and successes following mobilisation that can be shared with internal and external audiences e.g. social value pledges, efficiencies, and tenant outcomes.</li> </ul>
<p><b>LOCATION</b></p>	<p>Based within region either from a local office or home based. Extensive travel required. Must be able to travel, as required within your designated region, to conduct the relevant tasks in a mobilisation that cannot be done remotely.</p> <p>Travel to other regions may be required as and when requested.</p>



## INTRODUCTION TO THE ROLE

The Mobilisation Manager is an integral part of the Business Development Team and will offer vital support to the regional operations team by managing/coordinating, owning and delivering on the mobilisation of new business.

The expectation is not for the Mobilisation Manager to complete every task within every mobilisation themselves; it is however imperative that the Mobilisation Manager is able to complete each of the tasks outlined within the job description and deploy these flexibly as required.

The Mobilisation Manager will work with the relevant teams to review what is required for each mobilisation and prioritise their practical support on the most complex mobilisations and the pressure points within each.

There may be, on occasion, a need for the Mobilisation Manager to heavily focus on one Mobilisation. In this instance the Mobilisation Manager will brief the teams involved in remaining mobilisations on the activities required and offer oversight support to troubleshoot and track progress.

The Mobilisation Manager will work closely alongside operations and be the first and main point of contact for all internal and external partners to deliver mobilisations in line with contractual requirements and the offer made at tender.

You will effectively plan, manage, execute and deliver new business mobilisations and other business developments e.g. existing service redesign/deregistration within the region to agreed time, cost and quality requirements in order to meet the organisation's strategic aims.

The expectation is that you will spend 30%-40% of your time managing and coordinating the mobilisation and 60%-70% of your time offering practical support. This will vary for each mobilisation and you will plan your time accordingly in partnership with the regional teams.

## DUTIES AND RESPONSIBILITIES

- To actively engage in the bid and tender process, ensuring we can deliver on what is promised within the tender offer.
- Adapt existing templates to create a mobilisation plan for all new services and business developments and track progress in an efficient and timely way.
- Brief all relevant internal and external partners; assigning tasks appropriately.
- Take ownership and responsibility for all mobilisations; undertaking practical tasks, as required, in order to support operational teams and facilitate a smooth process.
- Practical tasks could include and not be exhaustive of meeting service users and undertaking assessments and compatibility work, property searches, attending property viewings, liaising with RSL's, attending and arranging MDT/family/commissioner meetings, hosting welcome meetings, liaising with RSLs, monitoring MCA/AWI, best interest and DOLs requirements ensuring all parties have completed relevant actions, supporting the TUPE process undertaking practical tasks as required including arranging and attending consultation meetings and producing welcome packs. Ensuring set up of internal systems and processes, ensuring contracts are received and hours of support and budgets are agreed, agreeing individual transition plans, obtaining and reviewing existing support plans, identifying and obtaining

missing information, attending property handovers, ensuring appropriate registration documents are submitted, supporting the preparation of standard documentation including support plans, risks assessments and one page profiles. Developing marketing materials to support referrals and market the new service.

- Ensuring all documentation e.g. support plans are signed off by the Regional Manager as required by the Quality Assurance Framework.
- Initiate and mobilise the offer outlined in the tender submission in partnership with the regional teams; including social value, technology enabled care etc ensuring these are sustainable before withdrawing.
- Provide regular updates to the wider team including BD, operations, support services, commissioning, families, service users and other relevant stakeholders on your progress and the status of the mobilisation.
- Identify risks, discuss these with the relevant stakeholders and then take responsibility for undertaking actions to practically mitigate these risks or assign actions to the most relevant team member.
- To ensure that all mobilisations are formally handed over into ongoing support arrangements through a managed process with associated documentation, training, contract requirements, contract monitoring arrangements, social value pledges, SLA requirements etc contained within a handover guide and signed off by all parties including Regional Manager.
- Work with the Contract and Data Manager to ensure all key milestones in the mobilisation phase and subsequently the ongoing contract are mapped across to CRM.
- To ensure CRM is kept update with information gained throughout the mobilisation period including and not exhaustive of new external contacts, key contract dates, local partnerships etc.
- To support the regional Heads of BD/BD Business Partners to create comprehensive business cases as required to support new mobilisations and remodeling of existing business.
- To manage and undertake service redesign and deregistration within the designated region as required.
- To work towards agreed targets for growth and ensure income is maximised to its full potential
- To work with wider Business Development Team to assist with organisation and regional business plans consistent with the Organisation and Business Development Strategies.

### **General**

- The main focus of this role is to own and help operationally deliver on new business mobilisations; providing much needed capacity to the regional operations teams.
- Whilst you are part of the business development team you will embed yourself into the operations team within your region ensuring you are aware of all activity which may impact on the mobilisation.
- You will be a problem solver, using your initiative to creatively overcome risks and challenges in the mobilisation, ensuring everyone is kept abreast of progress.
- You will assist in the research and preparation of routine reports and information as advised by the Head of Business Development and/or the Business Development Partner.
- You will share good practice.
- You will deputise as required for the Regional Head of BD/Business Development Partner and undertake any other duties required to meet the needs of the organisation.

## KEY REQUIREMENTS

1.	Qualifications	Essential/ Desirable
	<ul style="list-style-type: none"> <li>• Educated to Degree level or equivalent work experience of working in a similar role.</li> <li>• Relevant social care operational management qualification or equivalent work experience in a social care operational management role.</li> </ul>	E E
2.	Skills / Abilities	
	<ul style="list-style-type: none"> <li>• Proficient in MS Office applications / Excellent IT skills</li> <li>• Problem solver with proactive, innovative and dedicated approach</li> <li>• Demonstrable communication and interpersonal skills</li> <li>• Ability to take lead and use initiative</li> <li>• Ability to work as part of a multi-agency team</li> </ul>	E E E E D
3.	Experience	
	<ul style="list-style-type: none"> <li>• Demonstrable experience of mobilising new services in a social care setting and evidence of lessons learned</li> <li>• Experience of working in a relevant senior operational role within a social care setting</li> <li>• Experience of successfully defining and managing a significantly sized portfolio of mobilisations</li> <li>• Established people management and influencing skills</li> <li>• Experience of working with local authorities, CCG's and other public sector organisations.</li> <li>• Good financial management skills and understanding</li> <li>• Significant experience of successfully managing to time, quality and budget and successfully leading cross-organisational change as part of project</li> </ul>	E  E E  E E E E
4.	Knowledge	
	<ul style="list-style-type: none"> <li>• Knowledge of Community Integrated Care</li> <li>• Knowledge Social Care legislation</li> <li>• Understanding of CQC / CI and regulatory requirements</li> <li>• Understanding of Registered Social Landlords and Supported Housing</li> <li>• Knowledge of Adult Social Care and CCG processes</li> </ul>	E E E E E
5.	Personal Attributes	
	<ul style="list-style-type: none"> <li>• Reliable and determined</li> <li>• Empathetic communicator, able to see things from other person's point of view</li> <li>• Keen for new experience, responsibility and accountability</li> <li>• Able to get on with others and be a team-player</li> </ul>	E E E E

**NB : This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.**

This Job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.

<b>DATE PREPARED:</b>	Thursday, 20 August 2020
<b>PREPARED BY :</b>	Jen Moores, Head of Business Development

