



## **JOB DESCRIPTION**

### **Business & Services Manager**

#### **1. Key Notes**

<b>Responsible to :</b>	CEO
<b>Responsibility Level:</b>	A member of the Senior Management Team (SMT)
<b>Responsible for:</b>	Management of all DFMH Service Managers and the Business Support Team
<b>Location:</b>	Greenaway Wellbeing Hub, Matlock
<b>Salary/Pension:</b>	In accordance with the current pay structure £19.28 per hour, Annual Salary £35,089.60 plus 3% pension contribution
<b>Hours:</b>	35 hours per week – Hybrid Post Working – 3 office days and 2 working from home (to be agreed)  1 year Fixed Term Contract (with a view to permanent once funding confirmed)
<b>Note:</b>	This post will be subject to an enhanced disclosure and barring check.  You will be required to produce necessary identification documents to comply with the Home Office rules preventing illegal working.

#### **2.Overall Job Purpose**

- 2.1 This role is to manage the Business Support Team and overall senior management of operational services.
- 2.2 To be effective in the writing and submitting grant applications that increase DFMH finances.

2.3 To support the CEO and Head of Design and Impact in sustaining and developing services that support the communities in Derbyshire/ Derby.

### **3. Principal Tasks**

3.1 Provide coordinated approaches to service delivery and senior management within, and in accordance with DFMH aims and objectives, policies and procedures.

3.2 Manage high quality service reporting, evaluated against relevant and appropriate impact and outcome measures.

3.3 Ensure contract and governance compliance, reporting to the SMT, and to internal and external stakeholders as required.

3.4 Manage and continually improve service delivery methods, to ensure that all services are operating to the highest standards and that they achieve agreed outcomes.

3.5 Provide effective business, service, and people management in accordance with DFMH values and vision.

3.6 Be an effective representative of DFMH SMT in day to day partnerships and contract meetings.

3.7 Manage the Case Management System, including the NHS data submissions.

3.8 Lead the DFMH teams to ensure operational tasks for Health & Safety, HR, Finance, IT, and Business compliance are met.

3.9 Oversee and implement staff development against the agreed training matrix.

3.10 Become the lead officer in DFMH safeguarding.

3.11 Seek out and write income generation grants and bids, with support from the Business Support Team (assumed 10-14 hours p.w).

3.12 Support the CEO in business matters that enable DFMH to thrive.

3.13 To provide regular supervision of all direct line reports, ensuring in turn that regular supervision is provided to all team members, and that appraisal policies and procedures are implemented to enable learning and personal development for all team members and volunteers

3.14 To effectively monitor and manage service budgets within operational and organisational constraints, providing regular reporting to the CEO and Head of Impact & Design on trends and variances.

3.15 To ensure an effective local marketing and promotions presence for services, including monitoring of the availability and impact of marketing collateral and products.

3.16 Manage concerns and/ or complaints received from DFMH stakeholders and ensure they are dealt with in accordance with procedures.

3.17 Maintain confidentiality of all information relating to all Clients and their families, Staff, Volunteers and Trustees.

#### **4. Personnel and Professional Development**

4.1 In consultation with the CEO to have primary and active responsibility for own continuing self development.

4.2 To attend training days, courses and events, as determined by the identified training and development needs of the post-holder, in consultation with the CEO.

4.3 To participate in regular Supervision and appraisals with the CEO.

#### **5. Other Duties**

5.1 Be part of the rota for Duty Manager rota for DFMH.

5.2 Travel will be required across Derbyshire/ Derby for which mileage will be paid.

5.3 Other duties when required, appropriate to a job at this level, or your range of competencies.

Dated: February 2026