

## Job Description

Job Title	Business Manager - Domestic Abuse Hub
Grade	PO2
Reporting To	Head of Service Family Matters
JD Ref	PC0190P

### Purpose

Responsible for the day-to-day management and co-ordination of all administrative functions of the Domestic Abuse Hub (DAH), leading on training and development to ensure that the DAH delivers its priority activities.

To work collectively with colleagues across Early Help & Prevention Services to ensure: children and young people are safer; the daily-lived experience of children and young people gets better; outcomes for children and young people improve; and wherever possible, family breakdown is prevented.

### Main Duties And Responsibilities

#### Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values and leadership behaviours in the role and organisation.
- Ensure the child is at the centre of all work undertaken.
- Promote the highest standards of business ethos within the administrative function of the DAH.
- Ensure all staff are engaged in delivery which enable positive change in children and young people, increase the likelihood of children remaining with their families, and improves the health and well-being of young people.
- Act as a professional role model to others; working with commitment, passion and enthusiasm.

#### Team Leadership and Management:

- Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
- Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
- Through continuous improvement strengthen the tools, practices and impact of the service.
- Assist the Head of Service in the recruitment, selection, induction, on-going support and managerial supervision of administrative roles.
- Responsible for the supervision the Business Administrators and Social Care Advisors working across the DAH service area, including Compass (Child Exploitation Team).

- Support the Head of Service and Team Managers to ensure that the vision of the service area is enabled by robust business support arrangements.

### **Communication, Engagement and Training:**

- Attend Liquid Logic User groups to ensure key changes in software are in line with the requirements and developments of the DAH.
- Work with the Head of Service and Team Managers to ensure that the Social Care Advisors are sufficiently skilled and trained to provide an efficient response to all requests for service where concerns have been raised in relation to the welfare of a child. The request for service can be made via telephone, secure email or using the multi-agency request form.
- Work in partnership with agencies and professionals who deal with children and young people's emotional well-being, supporting their training and practice development.
- Oversee a training matrix for Business Administration staff ensuring that all have completed mandatory sessions.
- Deliver training as required.
- Contribute to an annual team plan, which is aligned to the strategic and developmental needs of the service.

### **Performance Management:**

- Contribute towards service improvements.
- Support practitioners to achieve clear and concise recording of all case work within the team, supporting the service with regular dip-sampling and auditing.
- Work with Team Managers to implement and embed practice standards across teams.
- Actively identify best practice and high performing practitioners and share through case studies and practice reflections on the #BeTheDifference website.

### **Compliance:**

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.
- Work with the Head of Service and Team Managers to ensure that efficient and effective business support process are robustly embedded across the DAH.
- Ensure that any emerging safeguarding issues are appropriately escalated in accordance with appropriate safeguarding and health guidelines.

### **Other:**

- Any other duties commensurate with the grade.



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## Role Specific Knowledge, Experience And Skills

### Qualifications

- Evidence of continuous professional development within the field of working with children, young people and families

#### *Desirable*

- Business or Information qualification NVQ level 4 or equivalent

### Knowledge & Skills

- Knowledge and understanding of the business of the DAH, Compass Team (Child Exploitation) and Early Help
- Able to write reports, maintain accurate records and analysis key data in relation to issues of the client group
- Ability to work both autonomously and as part of a team

#### *Desirable*

- Ability to negotiate and influence across organisational boundaries to deliver person centred services for young people and their families
- Knowledge and experience of relevant information systems such as Liquid Logic, Business Objects, 1Business, Capita, Child View, etc

### Experience

- Experience of working to provide intensive support to children, young people and families
- Experience of working with other agencies
- Experience of delivering informal training and mentoring staff
- Experience of managing staff and/or volunteers
- Excellent administrative and communication skills

#### *Desirable*

- Experience of developing training programmes
- Experience of working in a DAH
- Experience of working in a multi-agency team
- Experience of working with child exploitation and early help teams  
Knowledge of relevant legislation and legal frameworks
- Proactively seeking opportunities for service improvement and solution finding

## Additional Information

The postholder must be able to travel across the borough.

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.



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Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

**Approved By: Gillian Jones**

**Date Of Approval: 11.03.2025**



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