

Job Title	Business Manager – System Assessments (ICS / LAA)
Job Purpose	<p>Manage the delivery of key programmes of activity working collaboratively across system assessments, regulatory leadership, networks and CQC.</p> <p>Provide effective support to the relevant Director and Deputy Directors in their day-to-day work to ensure the smooth running and effective performance of the assessment programme.</p> <p>This role is accountable to the Regulatory Leadership Director or Deputy Director to offer bespoke support to each team designed to provide additional bandwidth and maximise executive level capacity.</p>
Accountabilities	<ul style="list-style-type: none"> • Accountable for the efficient and effective administration, planning, communications and governance, including collaboration with internal and external stakeholders as directed by or agreed by the Director. • Takes a lead role in the organisation and delivery of communications for system assessments, working closely with Regulatory Leadership, Engagement, Policy and Strategy, and all other areas of CQC as required. • Ensures all relevant standardised processes, frameworks, tools developed are implemented and completed effectively across each work programme as directed. • Working as a group with peers to support and coordinate briefings, papers, plans and reports relating to the function’s governance, performance, quality, and improvements to support effective decision making/outcomes and escalated risks as required. • On behalf of the Director, working to coordinate the contributions of the system assessments to programmes, making proposals and recommendations, and managing the implementation. • Supporting and coordinating the delivery of the function’s Business Plan, working with the Director / Deputy Director to ensure all required activity is delivered to plan and that outcomes meet expectations, escalating issues and risks as appropriate. • Leading in a high-performance culture giving high support and constructive challenge, driving innovation and improvement, involving and engaging colleagues to ensure continual improvement of service delivery

	<ul style="list-style-type: none"> • Driving continuous improvement within functions, ensuring initiatives are aligned with organisational objectives and business plans for improvement • Maintaining an understanding and awareness of CQC policies and procedures and ensuring consistent application and promotion of these in everyday practices • Ensuring delivery of relevant Key Performance Indicators, working closely with the SLT and other stakeholders Maintaining personal expertise by participating in continuing professional development and the implementation of personal development plans for self and others. • Ensuring delivery of relevant Key Performance Indicators, working closely with the SLT and other stakeholders Maintaining personal expertise by participating in continuing professional development and the implementation of personal development plans for self and others. • Promoting team and individual awareness of CQC strategy, policies and procedures. • Playing an active corporate leadership role across CQC including role modelling inclusive behaviours in everyday interactions and promoting diversity and equality of opportunity, treating everyone with dignity and respect and challenging discrimination. • Promoting a culture of respect and fairness and understanding personal responsibilities around delivering against the CQC diversity and inclusion strategy • Role modelling and supporting others to instil CQC values into everything that we do •
<p>Specific knowledge, skills and experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • Good written skills with the ability to draft and review / improve written documents at pace. • Ability to demonstrate or build an in-depth knowledge of CQC and explain links with other associated organisations. • Ability to build effective, professional relationships with internal and external stakeholders, ranging from own team to senior managers and directors and to use these to deliver CQC’s business effectively. <p>Demonstrable highly developed, engaging, written and verbal communication skills</p> <ul style="list-style-type: none"> • Ability to create a wide range of communication products tailored to stakeholder needs to inform decision making and drive understanding across different audiences

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| | <ul style="list-style-type: none">• Confident in engaging and negotiating positive outcomes with a wide range of stakeholders• Ability to coach and develop colleagues• Strong organisational skills with ability to develop and prioritise effective plans for delivery within a fluid working environment• Ability to assimilate, analyse and present complex and diverse information in various formats to suit audience needs• Adaptable to changing priorities and demands and able to work under pressure to meet deadlines• Excellent IT skills, particularly in the use of Word, Excel, PowerPoint Outlook and PowerBI• Experience of working within management Assurance, risk management, change management and corporate governance frameworks |
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FEMINAL

[Grade A Success Profile](#)

Values & Behaviours

Excellence

In my work for CQC:

- I set high standards for myself and others, and take accountability for results
- I am ambitious to improve and innovate
- I encourage improvement through continuous learning
- I make best use of people's time, and recognise the valuable contribution of others

Caring

In my work for CQC:

- I am committed to making a positive difference to people's lives
- I treat everyone with dignity and respect
- I am thoughtful and listen to others
- I actively support the well-being of others **Integrity**

In my work for CQC:

- I ensure my actions reflect my words
- I am fair and open to challenge and have the courage to challenge others
- I positively contribute to building trust with the public, colleagues and partners

Teamwork

In my work for CQC:

- I provide high support and high challenge for my colleagues
- I understand the impact my work has on others and how their work affects me
- I recognise that we can't do this alone
- I am adaptable to the changing needs of others

FINAL