

Asa Bosley

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PROFESSIONAL OVERVIEW:

An experienced Business leader with project management, Operations management and business analysis experience. A proven track record of success in public, charity and private sectors. Providing high-level service delivery to build consistently improved business performance.

A strong pro-active leader, empowering staff to take ownership, providing coaching, training and mentoring to build cohesive teams working together to achieve individual targets and business/care objectives.
Results oriented and customer focused, with excellent relationship management skills.
A proven record in new business development, multi site management, service analysis, resource management, and business turn around strategies.

AREAS OF COMPETENCE:

• Prince2 accredited	• Change Management
• Business Management	• Quality Assurance
• Operations Management	• Strategic Management
• Business Development	• Working with Regulatory Authorities
• Project Management	• Quality Control & Auditing
• Business Development	• Staff Development & Training
• Analysis	• Risk Management

PROFESSIONAL COURSES:

• H.E.Cert In Management Studies
• Prince2 Practitioner
• Studying BSc (Hons) Psychology

CAREER HISTORY:

October 2019 to Present

- Career Break

May 2017 to October 2019**Area Operations Manager - Mencap**

- **Responsible for** HR management/supervision and development of a team of 8 service managers
- Responsible for the financial management of the region around 4600hrs per week.
- Ensure that there is a personalised and SMART Service development plan
- Ensure a high quality personalised service delivery
- Stakeholder relationship management and development
- Network building both internally and externally
- Risk management
- Outcome monitoring and target setting
- Quality assurance and legislative compliance
- Registered manager with CQC for three registered offices covering East Cornwall, Plymouth and Totnes.
- Target areas of growth and business development.

December 2016 to May 2017**Behavioural Advisor - Premier Care Plymouth Ltd**

- Analysis of service delivery and environmental conditions effecting service delivery and placing service at risk of failure.
- Take part in analysis, Reduction of service breakdown through collaborative working with key stakeholders to identify service shortfalls and minimise risk and maximise positive outcomes.
- Staff training and development.
- Network building including development of relationships with professionals from multi disciplinary backgrounds and other key external and internal stakeholders.
- Development and implementation of interventions that ensure improved outcomes and cost efficiencies based on evidenced analysis and MDT formulation.
- Risk management
- Health Promotion
- Outcome monitoring and target setting.
- Quality assurance.
- Work with commissioners to ensure service delivery exceed contractual expectations.

September 2015 to Nov 2016**Behavioural Advisor - Livewell South West.**

- Analysis of service delivery and environmental conditions effecting service delivery and placing service at risk of failure.
- Undertake health and social care assessments for clients with MPLD and associated mental health issues.
- Take part in analysis, Reduction of service breakdown through collaborative working with key stakeholders to identify service shortfalls and minimise risk and maximise positive outcomes.
- Staff training and development.
- Network building including development of relationships with professionals from multi disciplinary backgrounds and other key external and internal stakeholders.
- Development and implementation of interventions that ensure improved outcomes and cost efficiencies based on evidenced analysis and MDT formulation.
- Risk management
- Health Promotion
- Service design and tender
- Service coordination
- Outcome monitoring and target setting.
- Quality assurance.

March 2015 to September 2015.

Registered manager. - Phoenix Learning and Care Ltd.

- Line Management of staff and developing CPD models for individuals and staff teams.
- Management of financial budgets
- Management of service standards to meet regulatory obligations.
- Working in partnership with regulators, Local Authorities and allied health and social care professionals.
- Building and maintaining relationships with multiple stakeholders to ensure smooth and efficient service delivery to agreed outcomes, within timescales.
- H.R management of staff including recruitment, appraisal and disciplinary responsibilities.
- Ongoing service assessment and risk analysis to ensure proficient safe practice.
- Monitor and review all agreed outcome measures to ensure compliance and service aims for the individuals looked after.
- Redevelopment of the business model and service delivery and reopening of a failed service.

March 2014 to June 2014:

Voluntary Work Part Time Consultant/Chair Person - St Nicolas pre school Charity

- Analysis of the current business model
- Business redesign
- Cost savings amounting to 20% reduction in overall costs
- Implementation of new business practices including writing of new policies
- Staff team restructure and consultation.
- HR management.
- Working as named point of contact for Ofsted.

February 2013 – March 2015

CSW Intensive Assessment and Intervention Team– Devon Partnership Trust

- Undertake health and social care assessments for clients with MPLD and associated mental health issues.
- Take part in behavioural analysis
- Work with multiple stakeholders and track progress of workflows.
- Offer interventions, and advice to multiple organisations on operational practices and procedures working along side commissioners to improve service provision.
- Be part of specialist commissioning panels for complex and bespoke care packages
- Assist with service design for individualised care packages.
- Assess clients for Continuing Healthcare funding assessments
- Source emergency placements as part of a commissioning team
- Highlight deficiencies in service provision and ensure service reviews are undertaken in accordance to service level agreements
- Assist with and help plan transitions between care providers.
- Raise service standards through targeted interventions and multi disciplinary working.
- Provide training for staff and managers around best practice.

November 2011 to February 2013

Support Worker - Mencap

- To support an individual overnight in their own home.
- Monitor health and administer rescue medication if required
- Monitor incident recording and report patterns and analysis to registered manager
- Offer and provide support as required by the individual
- Maintain accurate records
- Contribute to staff team meetings around ongoing service development.

September 2010 to November 2011

Support Worker - Newcross Healthcare.

- To work as directed across various settings including, Hospitals, residential homes and supported living services.
- To follow care plans as set out by the provider.
- Work with Older Adults, Learning Disabilities, Mental Health and General Nursing settings.
- Maintain accurate care records
- Contribute to risk assessments
- Maintain current statutory training levels.

July 2008 to September 2010.

Service Manager – Mencap

- Managed the set up of new domiciliary and supported living services
- Took part in tendering processes and work with local authority commissioners.
- Undertake service design and set up for bespoke service provision for complex cases
- Change Management - modernisation of existing services.
- Developed staff knowledge and working practices to meet current legislation by the implementation of new training packages.
- Implemented changes in working practices via training and staff consultation.
- Assisted with management shortfalls across a large geographical area
- Financial management/ budget setting strategic/business planning.
- New Business development.
- Quality assessment, and setting and monitoring of KPI's.
- Working with governmental bodies and external stakeholders.

Feb 2008 to July 2008

Consultant/Director – A J Consultants (uk) Ltd.

- Working with charities and private companies to ensure governmental guidelines for minimum standards were met.
- Assist with management shortfalls within a variety of service provisions both residential and domiciliary
- Offer Business/service assessments and analysis for private business and charities.
- Implement Change management and manage projects as required.

May 2006 to Feb 2008

Director – Fenland Care Services Ltd

- Had responsibility for redeveloping the business model.
- Project managed a new branch for the business.
- Developed and maintained relations with multiple stakeholders and agencies nationally.
- Worked with local commissioners to ensure the service met service agreements.
- Made tendering applications and ensured service achieved preferred provider status with multiple authorities. Designed bespoke care packages for complex cases
- Audited existing operational procedures and systems and implemented new management information systems.
- Was registered as Responsible individual for the company.
- Monitored and managed the compliance for the company ensuring national standards were maintained.
- Wrote, produced and implemented updated policies, procedures and guidelines to update existing systems in line with governmental legislation and best practice
- Restored faith in the existing service provision due to improved safeguarding procedures and systems in line with every child matters.
- Analysed existing business systems and introduced new streamlined management systems
- Established and built a new customer base within both the new and existing product markets
- Worked extensively with existing stakeholders to restore trust and continued business relations, by raising standards and improving outcomes.

- Strategic planning and marketing of business services and new business development.
- Worked alongside governmental bodies to ensure compliance and quality of service.

2004 to 2006

Operations Manager - Sedgemoor

- Responsible for managing the merger of a competitor and bringing services inline with company and national standards.
- Build relations with local authority commissioners
- Monitored compliance of services provision against national and company standards across a number of homes.
- Make tendering applications and ensure service achieved preferred provider status with multiple authorities.
- Managed quality control, operations and child protection systems
- Project managed the build of new private school for 10 to 17 year olds, and purchased and developed new homes.
- Recruited and trained staff and managed local HR issues.
- Overall control of all aspects of the multi million pound budget
- Planned, developed and managed projects and controlled all regional development
- Developed a network of contacts, managed new business development & procured new contracts
- Audited, analysed and developed operational systems
- Assisted with strategic planning and commissioning strategies locally
- Maintained and built partnerships with both internal and external stakeholders

1999 to 2004

Registered Manager – Fenland Care Services Ltd

- Responsible for developing a new 4 bed crisis & assessment centre registered with Lincolnshire NCSC (now Ofsted).
- Managed multiple sites with individual operating budgets and staff
- Managed general HR functions and the delivering of ongoing training and development
- Developed Risk Assessments, resolved problems and managed all facilities and logistics
- Marketed the new home and controlled financial resource management for a £500k budget
- Managed all services and operations to meet statutory and regulatory requirements
- Constantly developed and improved service outcomes and service provision for the persons accommodated.

EARLY CAREER INCLUDES:

July 1992 to November 1993 bar person/waiter The cutter Inn Ely, Cambs.

November 1993 to march 1996 care worker, wheat sheaf house, high street Cottenham, cambs.

March 1996 to August 1997 nursing assistant, Ida Darwin Hospital, Lifespan NHS Trust, Fulbourne, Cambs.

August 1997 to June 1998 care assistant, Intra Care agency, Long Road, Cambridge and blue arrow care, St Andrews street, Cambridge.

June 1998 to March 1999 support Worker, Cambridge Social Services, Hawthorns adolescent unit, Haviland way, Cambridge.

March 1999 to November 1999. Deputy Manager, Farrow House Ltd, 59 Queens Road, Wisbech, Cambs.

- Cambridgeshire Social Services residential child care provision,
- Child and adolescent mental health,
- Working with children that offend,

- Working with children that perpetrate abuse,
- Working with Children with eating disorders.
- Working in Mother and baby units
- Working with adults with mental health issues.
- Lifespan NHS Trust long stay hospital for adults with learning disabilities and behaviours that challenge
- Residential care for young people with a learning disability.
- Working with people with drug and alcohol issues

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