

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 04491

Service Area: Customer Service Centre (CSC)

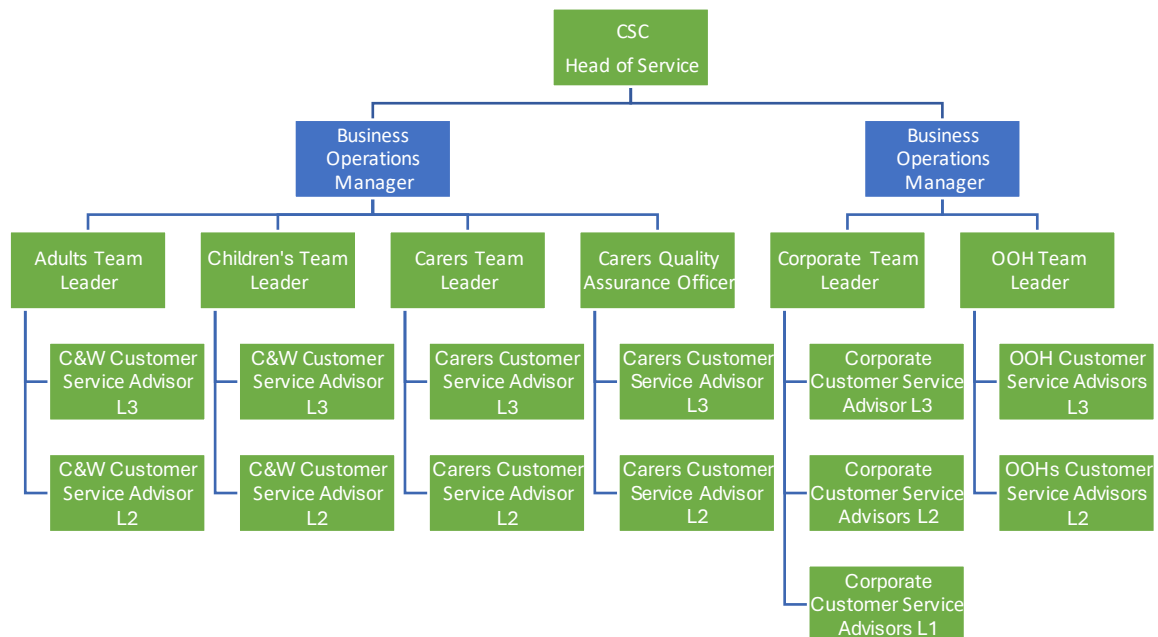
Grade: 11

Job Title: Business Operations Manager

PURPOSE OF JOB:

This role is responsible for supporting the delivery of Customer Service Centre services by providing leadership, direction, guidance, and advice to managers and service teams. It focuses on driving continuous improvement by encouraging innovative ways of working, identifying efficiencies, and delivering value-for-money savings. The post holder works closely with internal and external stakeholders to build strong relationships and influence outcomes that support business objectives. They lead stakeholder management, project delivery, and first point-of-contact services while ensuring performance targets, quality standards, and service delivery requirements are achieved. The role also involves managing resources, budgets, and forecasting demand to ensure the Customer Service Centre can respond effectively to changing business needs.

STRUCTURE CHART:



MAIN DUTIES:

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| 1 | The postholder will be able to actively manage resources in line with forecasted demand, targets and allocated budget, providing accurate reporting to the Head of Service, so financial matters are dealt with in accordance with the Council's Finance Procedures. |
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	The postholder will be able to contribute to data analysis and forecasting, enabling a data-driven environment to improve services for stakeholders, customers, and colleagues. The postholder will be experienced in Coaching/mentoring teams/colleagues as appropriate to embed new ways of thinking and learning in line with the Lincolnshire County Council Values. The postholder will be experienced in effective performance management to deliver outcomes in line with the service delivery performance and KPIs. The postholder will take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-serve to achieve maximum cost effectiveness. Demonstration of the Council's Core Abilities (at the relevant level) ○ Personal Leadership ○ Being future focused ○ Political and Commercial Astuteness ○ Supporting a High Performing and Flexible Workforce ○ Drive for Results The postholder will be experienced in establishing and implementing effective business continuity plans.
2	The postholder will adhere to all requirements and align strategically and operationally within the Council's Policy Framework, including the Corporate Plan, and all health & safety and safeguarding requirements.
3	The postholder will be accountable for your decision making and discretions, ensure they are documented and saved locally so a review later can be completed. The postholder will gain all evidence presented by thorough questioning, and seek guidance, if required, to ensure policies and procedures are adhered to. Demonstration of the Business Operations Manager Abilities will be required in these areas: ○ Personal Leadership ○ Being Future Focused ○ Resource deployment ○ Workforce allocation ○ Supporting a high performing and flexible workforce ○ Performance management interventions ○ Forecasting and demand decisions ○ Business Continuity Decisions ○ Operational Service Delivery Decisions
4	The postholder will be able to provide expert advice, clear visible leadership, line management, direction, supervision and development to the Leadership team in accordance with the Service Level Agreements, policies, budgetary and statutory requirements. The postholder will be responsible for managing poor performance at an individual and operational level. The postholder will act as a role model to others, helping them to manage uncertainty and respond positively and creatively to changing expectations.
5	The postholder will effectively cultivate, manage and monitor positive relationships with both internal and external stakeholders, eliciting their views to ensure minimal impact on service delivery and negotiate outcomes for all parties. The postholder will implement documented Service Review Meetings, so service specific discussions can be held if there is a requirement for an operational redesign.
6	The postholder will create a positive image of the Customer Service Centre by always acting professionally as the representative at all Lincolnshire County Council meetings. The

	postholder will host external visitor Council meetings as and when required, remembering you are operating a service within a political environment. As an employee, create a positive image of the County Council.
7	With the support for HR and Line Management, Deputising for any role at a more senior level and/or covering for any role at a comparable level. The postholder will undertake operational investigations, preparing and presenting reports and briefs together with responding to correspondence all with adherence to the Council's response timelines, policies and procedures.
8	The postholder will drive quality assurance through behaviours and monitoring in line with quality frameworks, targets and Council policies and procedures. The postholder will deliver an exceptional standard of customer service to both internal and external stakeholders within a political environment whilst considering the wide range of service users' requirements and supporting the council to achieve best practice in all it delivers.
9	The postholder will remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct to uphold standards of best practice.

PERSON SPECIFICATION			
Requirements	Where identified	Essential	Desirable
Holds a relevant professional qualification or has relevant experience within this field.	A/I	*	
The ability to work within a planned structure whilst responding, in a positive manner, to changing demands.	A/I	*	
Advanced operational management knowledge.	A/I	*	
Workforce management and forecasting experience.	A/I	*	
Evidence of performance and KPI management.	A/I	*	
Change resilience and responsiveness in an environment of risk management.	I/P	*	
Interpersonal and customer service skills in a range of political and emotionally charged situations.	I	*	
The ability to strongly lead, motivate, direct, and line manage teams and individuals.	A/I/P	*	
Responsible for managing poor performance at an individual and operational level.	A/I/P	*	
A disciplined and robust approach to program and project management and delivery.	A/I/P	*	
Effective resource management including staff and budgets.	A/I	*	
An in-depth understanding of the importance and application of effective internal and external stakeholder liaison.	A/I	*	
Negotiation and influencing skills that require a careful balance of professional objectivity, empathy and expectation management within the Council's Policy Framework.	I/P	*	

The ability to use initiative, make and take responsibility for justifiable decisions, within the Council's Policy Framework, regardless of personal opinion.	I/P	*	
Excellent communication skills to ensure the effective delivery of information in a wide variety of settings to diverse groups.	A/I/P	*	
The ability to attune to the attendant nuances and demonstrate an understanding of the importance of the political environment and its influence on process and decision making.	I	*	
Understand the context of the Council's strategic and operational decisions and their impact on other areas of work, both internal and external.	I		*
Experience and knowledge of incident management and understanding of when to deploy Business Continuity Plan.	I		*

* A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.