

## JOB DESCRIPTION & PERSON SPECIFICATION

|                                       |                              |
|---------------------------------------|------------------------------|
| <b>Director Area: Resources</b>       | <b>Job Ref Number: 02179</b> |
| <b>Service Area: Business Support</b> | <b>Grade: G9</b>             |

**Job Title: Business Support Team Manager**

**PURPOSE OF JOB:**

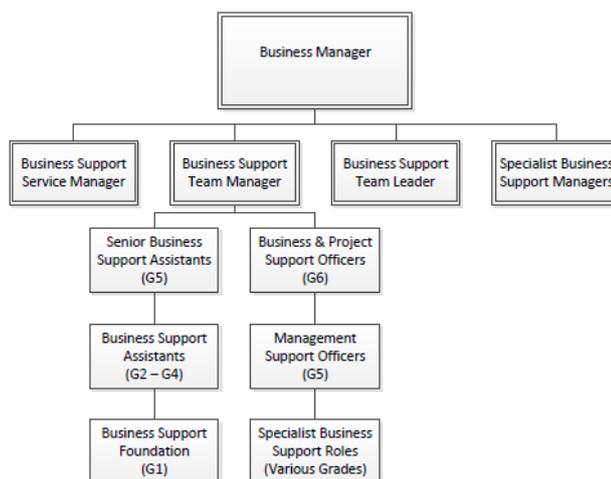
Contribute to the delivery of services for area of responsibility. Assist, as appropriate, with:

- Providing an integrated approach to performance management, quality standards and service delivery in support across the Council. Dependent upon placement, supporting a number of Services and/ or Directorates.
- Embedding new ways of thinking and working
- Developing and maintaining strong, positive working relationships with service managers and commissioners, their teams and across service/ Directorate areas.
- Providing an integrated approach in support of corporate projects

Day to day leadership and management of up to 49 staff, providing advice and guidance to the provider team and within own area of responsibility:

- Application of financial governance principles across the business area.
- Provision of excellent efficient and high quality professional support
- Continuously look for synergies and efficiency savings across area of responsibility.

**TEAM STRUCTURE:**



**MAIN DUTIES:**

|          |   |
|----------|---|
| <b>1</b> | To lead a team of between 16 to 49 staff providing management and direction for the team, including the redefining and implementation of new processes and practices, creating improved efficiencies and support functions. |
| <b>2</b> | Ensuring the team is providing compliant and comprehensive customer facing, statutory and non-statutory support functions to the areas supported in accordance with Business  |

|    |  |
|----|--|
|    | Support and statutory standards.   |
| 3  | <p>Meet the needs of the business in line with the Directorate and County Council objectives, standards, policies and procedures.</p> <ul style="list-style-type: none"> <li>• Staff are trained, knowledgeable and competent in providing a high quality and compliant service</li> <li>• Ensure Business Support staff operate within financial, contracting and administrative policies and practices</li> <li>• Develop and implement legislative changes into the Business Support environment, introducing new policies and procedures, where applicable.</li> </ul>   |
| 4  | <p>Positively promote and support the Council and Business Support Apprenticeship Scheme to develop our workforce, supporting the Learning Centre Manager in achieving all of the requirements of Ofsted and EFSA including:</p> <ul style="list-style-type: none"> <li>• Working with the Learning Centre Manager, senior managers and peers to ensure off the job training opportunities are identified and maximised</li> <li>• Presenting and supporting information at Apprenticeship events</li> <li>• Ensure staff attend all enrichment events to support their learning</li> <li>• Providing mentoring and guidance in other areas as identified linked to Apprenticeship programmes</li> <li>• Supporting and managing apprentices to hit their apprenticeship objectives as part of their daily role to ensure timely completion</li> <li>• Ensuring all staff are aware of the statutory obligations for Apprenticeships set by Central Government treating them with the same urgency and importance as all other statutory obligations.</li> </ul> |
| 5  | Foster and maintain, effective relationships with service areas to understand their needs, manage the demand for services, and assist in determining the provision of support services to them.  |
| 6  | Be responsible for demand management ensuring the most efficient use of Business Support resources.  |
| 7  | Forecast, plan and negotiate resource provision with other Service and Team Managers/ Leaders and members of Senior Management Team in addition to the contribution of information on resource usage and capacity planning.  |
| 8  | Foster a customer-focused and professional working environment, with clear responsibilities and expectations for team members  |
| 9  | Maximise opportunities to promote and market all aspects of Business Support and the services we provide to capture and develop new areas of the business.   |
| 10 | Establish and implement appropriate monitoring and review systems to ensure team performance meets the required standards and customer requirements resolving issues and work with Senior Management Team to rectify complaints.   |
| 11 | Monitor against KPI's and report on progress towards the Business Support Service Plan and other reporting requirements as determined by Senior Management Team  |
| 12 | Ensuring all the differing, sometimes competing, needs of the areas supported are met by Business Support.   |
| 13 | Negotiate and challenge where necessary, to ensure compliance, cost efficiency and best practice.  |
| 14 | Creating a forward thinking, positive and challenging culture and environment.   |
| 15 | Ensure any expressions of service dissatisfaction or complaints are actioned and resolved through mutually agreed outcomes in conjunction with Senior Management Team.   |
| 16 | Regularly reviewing in conjunction with the relevant Business Manager the geographical and/or functional staffing structure to modernise and improve efficiencies.   |

|    |   |
|----|---|
| 17 | Ensure staff are sufficiently aware of and trained in health & safety practices and procedures in their specific areas/locations of work.   |
| 18 | Ensure Compliance Officer duties, where required, are being completed on a monthly basis adhering to Health & Safety guidelines and requirements.   |
| 19 | To act as Records Management (RM) liaison between RM team and Service. Ensure that Information Governance and corporate procedures are adhered to. All records on and off site are held within the retention periods, escalating issues to RM team.   |
| 20 | <p>Providing day to day leadership as appropriate to deliver the agreed priorities, working collaboratively with Business Support teams.</p> <p>Coach/mentor teams/colleagues to embed new ways of thinking and working.</p> <p>Maximising the impact of resources and value for money to achieve improved outcomes for the Council</p> <p>Provide expert advice and guidance as appropriate for own area of expertise in line with the requirements of recruitment and workforce management</p> <p>Deliver a personal portfolio of projects and/or specific work</p> <ul style="list-style-type: none"> <li>• Demonstration of the Council's Core Abilities (at the relevant level)</li> <li>• Personal Leadership</li> <li>• Being Future Focused</li> <li>• Political and Commercial Astuteness</li> <li>• Supporting a High Performing and Flexible Workforce</li> <li>• Drive for Results</li> </ul> |
| 21 | Contribute to the Council's statutory obligations and where appropriate any national and local performance indicators   |
| 22 | Ensure the way in which resources within the area of responsibility are managed reflects the agreed culture and style and standing orders of the County Council   |
| 23 | Operate frameworks for Quality Assurance, using agreed appropriate performance standards and review processes, and monitor delivery against commissioned requirements   |
| 24 | Ensure Council resources are optimised, recorded and utilised effectively and efficiently. Ensuring that Business Support staff are used in an effective, efficient manner, resourcing workloads, peak and utilising skills to attain maximum efficiency across resource provision.   |
| 25 | Look to continuously improve services in area of responsibility, identifying where possible, value for money savings and managing within allocated budgets  |

## PERSON SPECIFICATION

| Requirements   | Where identified* | Essential | Desirable |
|--|-------------------|-----------|-----------|
| Achieved Level 3 Team Leader/Supervisor Apprenticeship   | A                 | X         |           |
| Studying towards Operational/ Department Manager Apprenticeship Level 5 (or an equivalent level)                   | A                 | X         |           |
| Professional qualification within relevant fields of business, such as Business Administration or Customer Service | A                 |           | X         |
| Experience of a broad management environment combined with experience of   | A/I               | X         |           |

|  |     |   |   |
|--|-----|---|---|
| working in a large public or private sector organisation   |     |   |   |
| Significant staff management experience  | A/I | X |   |
| Knowledge of statutory duties associated with the post, where applicable   | I   |   | X |
| Experience of managing a wide network of business relationships  | A/I | X |   |
| Understand the key requirements for business support functions, including management of business processes, finance, human resources, IT and associated statutory responsibilities | A/I | X |   |
| Expertise with IT systems and Windows based software packages, together with knowledge of software applications associated with the post   | A/I |   | X |
| Excellent interpersonal and communication skills   | A/I | X |   |
| Excellent understanding of Records Management and retention policies   | A/I |   | X |

\*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.

**Job Details:**

|                      |                              |
|----------------------|------------------------------|
| <b>Job Title</b>     | Business Support Team Leader |
| <b>Identifier</b>    | 02179                        |
| <b>Director Area</b> | Resources                    |
| <b>Service Area</b>  | Business Support             |
| <b>Section</b>       |                              |
| <b>Date</b>          |                              |
| <b>Score</b>         | 538                          |
| <b>Grade</b>         | Grade 9                      |
| <b>Description</b>   |                              |

**Factor Levels:**

|   |     |
|---|-----|
| <b>Supervision/Management Of People</b> | 4.3 |
| <b>Dispersal Awarded</b>                | Yes |
| <b>Creativity &amp; Innovation</b>      | 4   |
| <b>Contacts &amp; Relationships</b>     | 5   |
| <b>Decisions - Discretion</b>           | 3   |
| <b>Decisions - Consequences</b>         | 2   |
| <b>Resources</b>                        | 1   |
| <b>Work Demands</b>                     | 3   |
| <b>Physical Demands</b>                 | 1   |
| <b>Working Conditions</b>               | 1   |
| <b>Work Context</b>                     | 1   |
| <b>Knowledge &amp; Skill</b>            | 5   |