Job title Business Support - Assistant Team Leader

Grade 6

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious, and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

Have access to more good jobs and share the benefit of economic growth

Live in thriving and sustainable communities

Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish, and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

Our aim is to create an environment where families are supported to stay together safely and live well in their communities by building on their strengths.

This is the right thing to do. Families tell us they do not want to be in services and evidence says that lives are better when needs can be met early within the family or community.

Working in this way is also more sustainable. We can support more families to live better lives if we focus on addressing needs as early as we can. This report details the changes we have already made across the children and family’s system

Reporting Relationships

Responsible to: Business Support Team Leader

Responsible for: A range of Business Support roles within the district

About the role:

To assist with the coordination and management of business support services based within the District and provide a range of financial and administrative tasks to support the provision of a timely and high-quality business support service for Staffordshire County Council.

This post will also undertake high level, complex business support activities.

This role will contribute to the development of new processes and techniques to improve the efficiency and effectiveness of the children’s and family’s system, with the aim of improving outcomes for children and families.

The expectations are that the person in this role will undertake a variety of tasks from the range set out below

Key Accountabilities:

1. Day to day monitoring, mentoring and provision of support and guidance to nominated business support staff. This will include 1:1 conversation’s and the application of HR procedures.
2. Assist and deputise for the Business Support Team Leader in the coordination and deployment of staff and work required to meet the needs of the service.
3. To support the induction and training of business support staff.
4. To undertake a full range of financial management processes in accordance with financial regulations and as directed including budget monitoring, cash handling, managing and using Purchase Cards, authorising transactions, providing advice and support to district-based staff.
5. Assist with the operation of the district Agency account in accordance with financial regulations.
6. To provide support and advice to district-based managers and staff.
7. Completing a range of administrative tasks ensuring compliance with business processes and Service Level Agreements. This includes accurately inputting and maintaining information systems in support of Social Workers to ensure children’s/families/system records are kept up to date.
8. Assistance with the maintenance of Fire and Health Safety standards in accordance with legislation and County Council policies and the promotion of good housekeeping. This will include assistance with the induction training for all staff.
9. To promote the digital agenda and innovative applications at a district level.
10. To contribute to the development and delivery of the Team plan.
11. To assist in the development of appropriate systems and business processes and to maintain knowledge of legislation, policies, guidance, processes and best practice relating to appropriate service areas.

General responsibilities include:

1. Acting in a professional and competent manner at all times to enhance the reputation of the service within and outside the organisation.

2. Being responsible for complying and undertaking health and safety responsibilities as outlined in the SCC Health and Safety Manual.

3. Being responsible for complying with information, Privacy and data security policies

4. A commitment to continuous professional development in accordance with the Council’s Our People Strategy.

5. Such other duties as may arise in connection with the activities mentioned above.

Flexibility within business support is required to address business needs, therefore the right is reserved to transfer the post holder to alternative teams within the service following appropriate consultation.

The content of this job description and person specification will be reviewed in line with SCC’s training and development review policy.

Full Training in the use of equipment and the Directorate’s systems and procedures will be given.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small**  **employer_small** | **Qualifications/Professional membership**  • Level III in Business Administration or equivalent experience  • Five GCSE grade C or 4 or equivalent including English and Math’s  • An IT qualification equivalent to the competency level of ECDL or equivalent | A  A  A |
| **employer_small**  **employer_small**  **employer_small** | **Knowledge and Experience**   * Experience of the management and analysis of data * Extensive knowledge of MS Office 365 or equivalent * Proven experience in establishing and embedding office procedures, processes and systems. * Experience of maintaining financial information for audit requirements and an understanding of financial regulations * Knowledge of, and experience implementing Health and Safety legislation relevant to an office environment. * Working with internal/external customers to provide a quality service. * Previous experience of servicing meetings including notetaking * Understanding of the County Council and its role in the community. | A/I All |
| **employer_small**  **employer_small**  **employer_small**  **employer_small** | **Skills**   * Ability to lead, motivate and support the development of individuals * Ability to analyse, organise and present numerical data * Ability to assimilate and interpret information from a range of sources * Ability to provide day to day advice and guidance to a range of district-based staff * Good written and oral communication skills at all levels – this post will involve liaison with a range of professionals and members of the public. * Sensitive and attentive listening skills and the ability to accurately record the outcome of discussions and meetings for a diverse audience * Flexible approach – demonstrating ability to respond positively and take a lead in changes in allocation of work at short notice. * Good time management and organisational skills * Ability to work under pressure to meet deadlines and on own initiative. * It is expected that all employees will have a commitment to further training and development commensurate with the grade * A commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base | A/I All |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300