

Business Support Assistant Team Leader

Grade 6

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.

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 role 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.

Reporting Relationships

Responsible to: Business Support Team Leader

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

Key Accountabilities:

1. Day to day monitoring, mentoring and provision of support and guidance to nominated business support staff. This will include 1:1 conversations 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
2. enhance the reputation of the service within and outside the
3. organisation.
4. Being responsible for complying and undertaking health and safety responsibilities as outlined in the SCC Health and Safety Manual.
5. Being responsible for complying with information, Privacy and data security policies
6. A commitment to continuous professional development in accordance with the Council's Our People Strategy.
7. Other duties as may arise in connection with the activities mentioned above.
8. 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.

Person Specification

Qualifications/Professional membership

- Level III in Business Administration or equivalent experience
- Five GCSE grade C or 4 or equivalent including English and Maths
- An IT qualification equivalent to the competency level of ICDL Advanced (Level 3) or equivalent

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.

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.

This post is designated as a Casual Car user

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