

Business Support Team Leader (Children & Families)

Grade 7

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 coordinate and manage the delivery of business support services ensuring the efficient use of staff and resources to meet the business needs of frontline services.

To develop a detailed knowledge and understanding of the different operational services and teams they are supporting.

This post will also undertake high level, complex business support activities to improve the efficiency and effectiveness of the Children and Families 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.

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.

Reporting Relationships

Responsible to: Business Support Manager

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

Key Accountabilities:

1. To be responsible for the day to day management of district-based business support staff. Coordinating the deployment of staff and work required to meet the needs of the service.
2. To support, and where appropriate, manage the recruitment, induction and training of business support staff.
3. To be responsible for the performance management and development of the team and individuals including 1:1 conversations and the application of HR policies and processes.
4. To undertake a full range of financial management processes in accordance with financial regulations and as directed including budget monitoring, managing assigned budgets, cash handling, managing and using Purchase cards, authorising transactions and providing of advice and support to district-based staff.
5. Responsibility for the operation of the district Agency account in accordance with financial regulations.
6. To contribute to the development and delivery of the Team plan.
7. To provide support and advice to managers and staff on a range of services, policies and processes.
8. Responsibility for the maintenance of the fabric of the building, its' furniture and equipment in liaison with appropriate managers and the Property Surveyor.

9. To take a lead, on a day to day basis, for 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 induction training for all staff.
10. To promote the digital agenda and innovative applications at a district level.
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.

Person Specification

Qualifications/Professional membership

- Level III/IV 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

- Supervision of staff in an office environment
- Leading a team, preferably in an office environment.
- 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.
- Previous experience of monitoring budgets, interpreting financial data and understanding the principles of good budget management
- Knowledge of, and experience implementing Health and Safety legislation relevant to an office environment.
- Working with internal/external customers to provide a quality service.
- Understanding of the County Council and its role in the community.

Skills

- Ability to lead, motivate and support the development of a team
- Ability to analyse, organise and present numerical data
- Ability to assimilate and interpret information from a range of sources
- Ability to provide authoritative advice and guidance to deal with complex queries.
- Good written and oral communication skills at all levels - this post will involve liaison with a range of professionals and members of the public.
- 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.
- Demonstrate good interpersonal skills to advise and mentor other staff within the office

- 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.