

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Business Support Team Manager	Grade: PO3
Section: Children's Support Services Team	Directorate: Children's Services
Responsible to following manager: Children's Support Services Manager	Responsible for following staff: 10 x FTE Business Support Officers (includes 3x seniors)
Post Number/s: POS000044	Last review date: July 2024

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

- To ensure a confidential, flexible, efficient, and responsive business support service is provided in the areas responsible for. Lead on the day to day running of the service.
- It is essential that the role has a flexible approach in supporting other areas and at times may be required to work elsewhere across the directorate.
- To ensure that the team is backbone of daily operations, providing essential support to ensure our services runs smoothly while maximising efficiency and effectiveness across all areas thereby ensuring the delivery of value for money services.
- Responsible for ensuring that all services have effective administration support, robust financial processes, provide advice and expertise on business support systems, data protection/GDPR, council policies and procedures.
- To provide operational and motivational leadership of staff, providing a visible presence to the workforce and promoting a good working environment with the primary aim of delivering high quality services.

Specific Duties and Responsibilities

1. To be responsible for ensuring that the day-to-day functioning of staff is of the highest standard by fulfilling all administrative requirements of the services within the team's area of responsibility.
2. To ensure adequate systems and procedures are in place to meet statutory and cooperate requirements i.e.: complaints procedures, service delivery and equality and diversity policies. To ensure that expert advice on social care systems functionality and processes.
3. Produce and maintain performance measures and other indicators to provide monthly and quarterly returns on staffing and performance that feeds into the wider directorate reporting. This will include all social care data quality reporting requirements and any other required reporting for the administrative functions of services with the team's area of responsibility.

4. Responsible for the collection and analysis of statistical information and the reporting of information from surveys necessary for research projects that feeds into wider Children's Services reporting and research.
5. Ensure that all staff are entering records and data accurately and that data and performance issues are problem solved and resolved. Ensure that remedial action is taken to resolve system failures and take action to prevent system and user errors impacting on data quality.
6. Ensure that all financial support administration is undertaken accurately and timeously and that any potential issues are flagged. Ensure all corporate and directorate finance requirements are fulfilled for the team's area of responsibility. Responsible for developing, coordinating and monitoring financial procedures for all budgets within the service's remit. Assist each service manager with budget forecasting. Ensure that budget planning is in place and that all staff salaries are correctly coded. Advise staff teams on the relevant use of budgets.
7. Ensures that all audit requirements within the team's area of responsibility are fulfilled while promoting and maintaining high standards of confidentiality in relation to electronic and manual records held within the service in relation to GDPR and data protection. Works with Heads of Service and Team Managers to ensure that all documentation is correctly stored both manually and on council servers to ensure audit trails can be followed.
8. Responsible for reporting on all financial performance and their implications across the team's remit within Children's Services.
9. Ensure all team meetings and meetings with services that the team supports are planned and administrated in a timely way. This will be inclusive of meetings such as legal planning meetings and group supervisions with social workers.
10. To be competent in the use of a range of council IT systems for managing financial processes and ensuring you work with the systems within the timeframes set by the council. Ability to work with IT and other corporate service areas to ensure the smooth running of services with the team's area of responsibility.
11. Arrange training and development for staff for all aspects of their role where this is will ensure improved performance.
12. Ensure that your role and that of team members are able to support and cover across the whole directorate in the absence of another other team managers and business support officers.

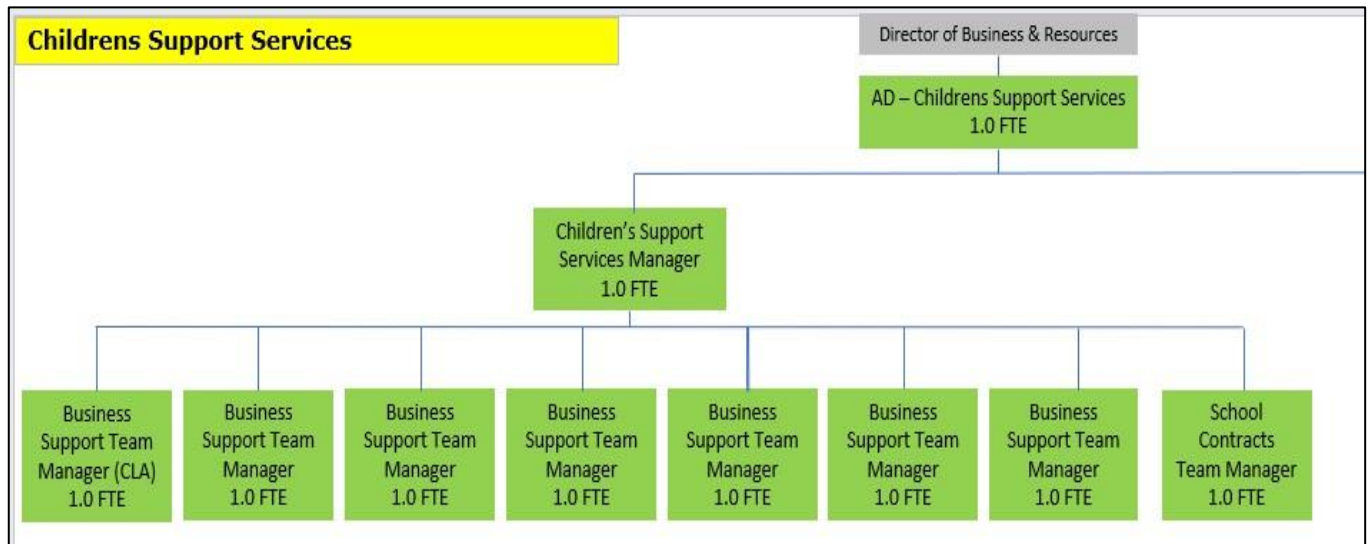
13. Ensure that the team cover essential administrative tasks across the service while covering annual leave, sickness and training.
14. Responsible for the evaluation, implementation and compliance with Health and Safety legislation, to ensure safe working practices of all staff, public and contractors in his/her working environment, in accordance with the Council and departmental safety arrangements, policies and codes.
15. To be responsible for the management and supervision of employees including performance management, team building, employee development, sickness absence management and discipline.
16. Responsible for the recruitment of Business Support Officers and ensuring that council policies are adhered to.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Working knowledge of Mosaic and the interface between practice, data base and performance	X		A
Knowledge of the Ofsted and other inspection frameworks		X	A / I

Knowledge of the relationship between practice / service improvement service user feedback, performance data and complaints		X	A / I
An understanding of 'safeguarding vulnerable adults and young people' {and its relevance to the service area,} and a willingness to attend training as required for both Children's Services and schools.	X		A / I
An understanding of the importance of confidentiality	X		A / I
Experience	Essential	Desirable	Assessed
Experience of delivering team and individual performance improvement		X	A / I
Organising and delivering extensive training		X	A / I
Capture and recording of information, of the teams' workload activities to contribute to achieving good outcomes for children	X		A / I
Experience of working in an administrative role in Childrens	X		A / I
Experience of providing office administrative support to a frontline service staff.	X		A / I
Experience of managing financial budgets		X	A / I
Experience of working in a busy social care environment with professionals and public		X	A / I
Skills	Essential	Desirable	Assessed
Must be able to work independently, managing own workload effectively but be willing to learn and undertake other team members work to help with demands to service such as leave and sickness.	X		A / I
Ability to deal with competing demands through planning and prioritisation to meet deadlines.	X		A / I
Strong communicator who can communicate effectively with senior council officers, health professionals, partner	X		A / I
Ensure staff maintain data integrity through accurate and timely recording of information.	X		A / I
Excellent levels of numeracy, literacy and good attention to detail.	X		A / C
Qualifications	Essential	Desirable	Assessed
Significant experience or qualification in Business Administration	X		A



A – Application form / CV

I – Interview

T – Test

C - Certificate