**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Head of Business Support | **Grade**:  MG2 |
| **Division:**  Business Resources | **Directorate:**  Adult Social Care and Public Health |
| **Responsible to following manager:**  Director Business Resources | **Responsible for following staff:**   * Business Support Manager (H&S, Resilience & Risk) * Business Support and Training Systems Manager * Business Support Manager (Adults Admin Support) * Executive Support Manager * Business Support Manager (Information) * Business Support Manager – Workforce Planning and Support |
| **Post Number/s:**  RWA1003 | **Last review date:**  November 2023 |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

The Head of Business Support is responsible for providing strategic leadership for the delivery of a range of comprehensive business support services for Adult Social Care and Public Health. This includes directorate-wide executive and business support, business continuity planning, asset management, records management, information management (FOIs, Member Enquiries, Subject Access Requests), workforce planning and support, information security, Health and Safety, training business systems, office accommodation planning and involvement in a range of department-wide programmes and projects.

To act as client relationship manager for support service functions delivered by other departments, including Complaints, Legal Services, Property Services, Facilities Management and Health and Safety.

To act as the department’s lead officer for Equality, Diversity and Inclusion.

To lead an efficient and effective service supporting managers and staff across the department to improve outcomes to residents and service users.

**Specific Duties and Responsibilities:**

* To provide management and strategic leadership for the delivery of a range of comprehensive business support services for Adult Social Care and Public Health, including a small number of shared business support functions covering Adults and Wandsworth Children’s Services.
* To promote and develop good working relations and collaborative arrangements with relevant third-party organisations and agencies including the Metropolitan Police, the Crown Prosecution Service, other local authorities, Information Commissioners Office and other public organisations, to forge effective partnership working.
* To have lead departmental responsibility for risk and resilience planning arrangements, including business continuity planning and coordinating action during local emergencies, working with corporate business continuity officers to enable effective continuation of services.
* To ensure that performance review, improvement and customer focus is embedded within business support services, as well as seeking innovative and creative solutions to secure high quality and value for money services.
* To lead on business support functions in preparation for external inspections and peer reviews.
* To ensure commissioned training systems operate to all required standards, ensuring delivery to specification and within budget.
* To lead and manage processes for the timely re-procurement of relevant contracts in liaison with, operational, procurement and legal services using an evidenced based approach to identify and measure the outcomes we wish to achieve for staff and other stakeholders.
* To lead and manage multiple change programmes and projects on behalf of the department or to support the implementation of corporate programmes in the department, to ensure they deliver on time and within agreed budgets in Adult Social Care and Public Health.
* To have lead responsibility for workforce planning and recruitment for the department, ensuring sufficient staffing capacity to meet statutory duties, departmental IR35 compliance and delivery of corporate workforce transformation programmes.
* To advise and support senior managers on all relevant service matters, including advising on legislative developments.
* To ensure business and budget plans are produced for all functions within the service and ensure they are effectively managed within the approved budgets.
* To act as the business liaison lead on behalf of the department, where support services are provided by other departments or provided by Shared Services, including HR, Complaints, Health & Safety, Legal Services, Property Services and Facilities Management.
* To have lead departmental responsibility for Health & Safety, advising the Senior Management Team regarding compliance on Health and Safety issues as required.
* To oversee the department’s annual schedule of all staff and management and briefings and forums, ensuring staff within the department are kept up to date with key information.
* To act as departmental lead for equality, diversity and inclusion, coordinating the department Equality, Diversity and Inclusion Board and representing the department at the Corporate Equality, Diversity and Inclusion Forum.
* To represent the department in corporate property matters.
* To provide strategic, operational and motivational leadership and management of staff, providing a visible presence to the workforce and promoting a good working environment with the primary aim of delivering high quality services.
* To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
* To represent the Richmond & Wandsworth Better Service Partnerships where appropriate in dealing with external organisations and to deputise for the Director of Business Resources as required.

**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 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**

Direct and indirect management of 44 FTE

Manage staffing budget other centralised budgets

**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](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Excellent knowledge of business requirements for Local Authority Adult Social Care and Public Health Services. | **X** |  | **A/I/T** |
| Knowledge of project management techniques and tools. | **X** |  | **A/I/T** |
| Relevant legislation in UK General Data Protection Regulations (GDPR), Data Protection Act 2018, Freedom of Information Act 2000 and Information Security Standard ISO27001. | **X** |  | **A/I/T** |
| Knowledge of the Councils’ Procurement and Audit guidelines. | **X** |  | **A/I/T** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Proven experience of operating at a senior level in successfully managing services in a local authority or equivalent complex organisation. | **X** |  | **A/I/T** |
| Change management - a track record of successfully leading change and delivering positive outcomes in a challenging environment. | **X** |  | **A/I/T** |
| Staff management - experience of successfully leading, managing and motivating staff. | **X** |  | **A/I/T** |
| Experience of managing conflicting priorities in a large and complex organisation | **X** |  | **A/I/T** |
| Managing resources – proven experience of successfully managing budgets and flexibly deploying members of staff to different areas of work as appropriate. | **X** |  | **A/I/T** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Strong intellect and the ability to think and plan strategically. | **X** |  | **A/I/T** |
| Excellent interpersonal skills including the ability to communicate effectively at all levels including with partner organisations, councillors and service users. | **X** |  | **A/I/T** |
| Creative thinker with the ability to analyse, think innovatively and solve problems | **X** |  | **A/I/T** |
| Excellent written and presentation skills to provide clear and concise messages in a variety of internal and external contexts, including the ability to clearly communicate complex issues to a variety of stakeholders. | **X** |  | **A/I/T** |
| Highly developed influencing, negotiating and excellent inter-personal skills, to influence a range of different stakeholders. | **X** |  | **A/I/T** |
| Prioritising and organising - significant experience of successfully managing own workload and that of others in an environment where change is frequent, rapid and fundamental. | **X** |  | **A/I/T** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| Educated to degree level or equivalent by experience. | **X** |  | **A/C** |
| A management, business or project management qualification, or equivalent by experience. | **X** |  | **A/C** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**