



## Job Description and Person Specification

### Job Profile

<b>Job Title:</b> Business Support Manager	<b>Grade:</b> PO4 – PO6
<b>Section:</b> Business Support Service	<b>Directorate:</b> Children's Services Directorate
<b>Responsible to following manager:</b> Head of Service – Business Support	<b>Responsible for following staff:</b> Directly responsible for minimum 5 Principal Business Support Officers And overall responsibility for a team of approximately 30 Business Support Officers.
<b>Post Number/s:</b>	<b>Last review date:</b> October 2020

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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

Responsible to the Head of Business Support, leading on the strategic development of the Business Support Service in relation to Children's Social Care, Early Help, Education, Executive Support and Operational services, ensuring that there is an efficient, flexible, confidential and responsive service to meet the needs of the Children's Services department.

Working with Senior Service Managers to ensure that the Business Support service meets their needs in providing effective administration support, robust financial processes and by providing advice and expertise on business support systems, data protection/GDPR and Council policies and procedures. It is essential that the postholder has an in depth understanding of the way in which Childrens Services deliver their services.



## **Specific Duties and Responsibilities**

### **PO4**

- The Business Support Manager will lead the Business Support Team that will work as part of the Business Support Service providing services to families with children across Childrens Services.
- 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 be responsible for the compilation, production and distribution of directorate wide staff directory and structure charts.
- This post will act as an expert for the Social Care system and associated training. To work with the Business Intelligence, staff, to ensure performance data is presented to managers in a format that enables them to know their service and drive performance.
- To problem solve data and performance issues that are linked to system failures and take remedial action to prevent system and user error impacting on data quality.
- Leads and Develops the Business Support Team, comprising of minimum 5 Principal Business Support Officers, Senior Business Support Officers and Business Support Officers.
- Individual responsibility for professional development and the drive to identify it through appraisals and training programmes.
- Responsible for the implementation of the staff development and appraisal scheme for all staff within the team. Ensures that the Principal and Senior BSO's are equipped with the right skills to be able to implement this to their direct reports.
- Leads on identifying and providing training and development for all staff to meet the requirements of their jobs regarding dealing with the public, partner agencies and service officers.
- Conducts monthly 1:1 supervision with the Principal Business Support Officers; weekly senior team meetings and termly full team meetings.
- Responsible for the recruitment of all Business Support staff, ensuring that council policies are adhered to and that the process is fair and transparent.

### **PO5**

- Ensures that each Principal Business Support Officer take on the role of a linked support officer enabling them to provide leadership and support to both the Senior and Business Support Officers working within the service to deliver day to day administrative support.



- Works closely with the Heads of Service and Team managers on service developments providing advice and expertise on business support systems, data protection/GDPR and Council policies and procedures.
- Ensures that all staff have access to the appropriate training and support, so they are competent in the use of a range of council IT systems. Develops the Business Support Team to facilitate this so they can help and support colleagues.

#### **PO6**

- To attend Corporate and Directorate Joint Consultative Committees on behalf of the Head of Business Support as required.
- Leads on all audit requirements, promoting and maintaining high standard 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.
- To manage all Subject Access Requests (SARs) and Freedom of Information (FOI) requests made to the Directorate under the Data Protection Act 1998 and the Freedom of Information Act 2000 (and associated legislation); to manage Member and MP enquiries made to the Directorate. To ensure appropriate responses are provided within statutory deadlines; to monitor and quality assure the process and the recording of performance data.
- To support the Heads of Service in representing the SSA, and where appropriate customers, in dealing with external organisations.
- The Officer may be asked to work during some evenings for which time off in lieu will be negotiated.
- Responsible for developing, coordinating and monitoring financial procedures for all budgets within the service. Assists each service manager with budget forecasting. Ensures that budget planning is in place and that all staff salaries are correctly coded. Advises staff teams on the relevant use of budgets.
- To work closely with children's services and corporate finance to ensure service finances are up to date and any potential issues are flagged.
- To develop robust processes and procedures for all business support functions including finance, maintenance. Develops a training programme for all business support staff to support this.
- To maintain public facing forms and publicity material to a high standard within council guidelines.
- Develop and maintain relationships with I.T, facilities and other corporate service areas to ensure the smooth running of services across Childrens Services.



- Ensures that all Business Support staff are entering records and data accurately using the correct computerised system, arranging training and development to support this.
- Responsible for ensuring that the Business Support Team cover essential administrative tasks across the service. Oversees the development of a service-wide covering annual leave, sickness and training.

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- 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 the SSA's policies, 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 role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>	
Knowledge of the Council's Procurement and Audit guidelines.	A/I
Knowledge and understanding of the council's poor performance process.	A/I
An understanding of the importance of confidentiality.	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	A/I
<b>Experience</b>	
Experience of providing office administrative support to a large diverse team of staff.	A/I
Proven experience of managing a diverse team of staff. Developing needs and abilities as well as conducting regular supervisions, team meetings, training and staff appraisal scheme.	A/I
Experience of managing buildings and any necessary capital developments	A/I
Experience of using IT systems to a high standard which include Mosaic, IYASS, Microsoft Office (Word, Excel and Outlook) and other IT systems such as financial and budget control systems.	A/I/T
Experience of managing budgets, forecasting spends and using financial systems within the Local Authority.	A/I/T
<b>Skills</b>	
Ability to deal with competing demands through planning and prioritization to meet deadlines.	A/I/T
Strong communicator who can communicate effectively with senior council officers, health professionals, partner agencies and service user's independently.	A/I/T
Good levels of numeracy, literacy and good attention to detail.	A/I/T
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.	A/I
Ability to deal sensitively, calmly and effectively with any situation including colleagues, service users and senior managers	A/I
<b>Qualifications</b>	
Appropriate experience or qualification in business administration	A/C
3 years at a manager level in a busy social care environment.	A

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**