

## Shared Service Centre/Business Support

### Business Support – Job Description

**POST:** Team Leader

**GRADE:** PO2

**RESPONSIBLE TO:** Business Support Manager

**RESPONSIBLE FOR:** Team of Business and Senior Business Support Officers

UP TO 5 STAFF	6-15 STAFF	16-49 STAFF	50+ STAFF
	X		

Structure chart.

**Yes – may be based in different locations**

#### BASIC OBJECTIVES OF THE POST

Outline in a few sentences key elements of the job. This should provide the postholder with a good idea of what the job is about.

1. To be responsible for the day to day management of a team of Business Support and Senior Business Support Officers and the effective organisation of the team's workload and priorities, including deploying staff across differing services to meet business needs
2. To provide a highly professional service which meets customers' needs and aspirations, in accordance with Council values, policies, procedures, standards, objectives and within available resources.
3. To communicate effectively with the team, other members of the Business Support and with customers to ensure the delivery of a highly effective and highly professional service
4. Oversee the professional development of staff within their team to increase both personal job satisfaction for individual team members but also increase the capability of the team to work with agility across the Council
5. Inspire and motivate staff members to deliver the highest possible standard of professional business support to frontline services whilst living the corporate and team values
6. To work in partnership with services to ensure that any risks, issues or opportunities are identified and quickly addressed.
7. Work to and inspire in others a quality standard of right first time every time

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### MAIN DUTIES & RESPONSIBILITIES

Ideally identify the main duties and responsibilities in 8 – 14 sentences.

1. Organise and manage the operational deployment of staff and resources within the team to support front line services across the business
2. To utilise the performance management framework to ensure all support staff are meeting performance targets and objectives, that are linked to the service plans and customer service menus thus enabling service departments to focus on service delivery
3. To contribute towards the development of a culture within their team and within the Business Support which is customer focused, committed to securing best value and to provide professional services, together with the promotion of the Business Support and Council's core values
4. To deputise for the Business Support Manager as and when required and to work on specific projects allocated from the Business Support Manager or Head of Business Support, as and when required.
5. Responsible for complex problem resolution and escalation handling, whilst supporting staff development, to improve their business support skills and customer service skills to handle and give a high level of customer satisfaction.
6. To investigate complaints and areas of poor quality. To facilitate an appropriate resolution to the problem or refer directly to the Business Support Manager when this cannot be accomplished.
7. To set team objectives and challenging targets for staff within team whilst monitoring and managing performance, procedures and practices thus driving performance to successfully deliver a professional business support service to the customer department, meeting service menu targets and KPIs.
8. To ensure that all operating and procedure manuals are up to date, maintained and reflect service requirements in a clear and consistent way.
9. To work with other Business Support Team Leaders to promote cross team working and training to ensure that resources can work flexibly across hubs.
10. To review and improve the performance of staff through the My Conversation by identifying appropriate learning, development, training and coaching activities.

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11. Work closely with customer departments to ensure that business support requirements are up to date including the departmental service menus and that, they are compliant with current relevant legislation
12. Proactively coach, develop and quality assure the work of others on how best to deliver the service menu, standards and performance indicators.
13. Organise and prioritise own/team workload as appropriate, keeping team managers aware of demands which may impact on targets/deadlines and service standards.

### MAIN CONTACTS

List main contacts the postholder will deal with in the role.

1. Team Managers
2. Team Leaders
3. Business Support Officers
4. Service Users
5. Partner agencies
6. Residents
7. Corporate services

### RESOURCES

Identify & list personal and identifiable accountability for physical and financial resources including those of clients.

None

### Cash / Financial Resources

Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes specify the average amount controlled at any one time and the nature of the accountability.

N/A

### Plant / Equipment

Is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes please indicate the type(s) of plant/equipment and the nature of the accountability.

N/A

### Stocks / Materials

Is the post personally accountable for materials / items of stock? If yes please indicate the type and approximate value and the nature of accountability.

N/A

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### Data Systems

Is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations.

Will be working with the councils IT systems that support service delivery.

### Buildings

Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability

N/A

### Additional Requirements

- Understanding, knowledge and ability to follow guidelines that ensures compliance to Health and Safety at Work, Data Protection and other statutory requirements.
- Health and Safety aspects/issues, first aid/manual handling etc in relation to working environment, ie Hazardous materials and relevant processes/legislations etc
- Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc
- Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
- To undertake any other temporary duties consistent with the basic duties and/or objectives of the post.
- This position requires the postholder to undergo a CRB (Criminal Records Bureau) check.

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### Shared Business Support Services – Person Specification

<b>POST:</b>	Team Leader
<b>GRADE:</b>	<b>PO2</b>
<b>RESPONSIBLE TO:</b>	Team Manager
<b>RESPONSIBLE FOR:</b>	Team of Business Support Officers and Senior Business Support Officers

#### The Person

An experienced business support professional that will ensure the successful delivery of business support functions to frontline services.

These are the qualities we believe to be necessary to do this job. You should clearly show in your application how your skill/experience potential meet some or all of them, as the shortlisting decision will be based on our assessment of you against these criteria.

The final assessment process will also seek to assess these characteristics.

#### Abilities/Experiences

- A minimum of 3 years experience working in a business support role ideally in a complex or regulated environment delivering high quality services
- Ability to work under pressure and respond effectively to rapidly changing priorities and deadlines.
- Ability to manage a team and prioritise staff workloads
- Experience of staff supervision and/or evidence of training and learning in supervisory skills and techniques
- Experience of dealing with complex issues and successfully finding resolutions.
- Experience of indentifying and implementing service improvements.
- Experience of developing and maintaining operational and procedure manuals
- Experience of responding to sensitive enquiries from the public

#### Qualifications (only if applicable)

Not applicable

#### Knowledge/Skills

- Working knowledge of the Microsoft Office suite of products
- Strong written and verbal communication skills
- Experience of supporting change/efficiency initiatives
- Ability to provide leadership to a team
- Ability to supervise staff, to assess professional competence and enable further professional development in others

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- Ability to influence and coach others and to raise the standards of other reporting staff
- Ability to create an environment where SBS staff have the ability and opportunity to develop their professional skills
- Ability to keep concise and accurate records of management decisions and supervision
- Knowledge of council services and role they play in meeting needs of the community.

The employee's duties require the following activities: -

	Yes		Yes
Office duties	X	Outdoor work / uneven surfaces	
Use of a computer	X	Working at heights / on ladders / roof work	
Audio typing		Confined spaces	
Potentially confrontational work		Outdoor work or extremes of temperature	
Crisis or conflict situations		Driving a Minibus as part of duties or as a volunteer	
Management responsibility	X	Driving car / van as part of duty	
Tight deadlines	X	LGV / PSV driving	
Walking 1+ miles during working day		Operating lift-truck, digger or crane	
Use of stairs	X	Work with significant electrical hazards	
Regular manual handling of objects / furniture / equipment (please indicate kilos involved)		Operating potentially hazardous machinery	
Regular and repetitive movements	X	Exposure to potentially hazardous substances	
Awkward positions e.g. stooping, bending, reaching up		Chemicals, e.g. solvents or metal working fluids	
Sitting / Standing for prolonged periods		Noisy environment (over 80dB[A])	
Working alone or in isolation		Radiation	
Working shifts / unsocial hours / nights		Respiratory e.g. dust, fume, solder	
Risk of infection e.g. TB, Hep B / Other		Vibrating machinery	

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Teaching or responsibility for children		Preparing raw food / serving food	
Control and restraint		Other	