

**Job Description****Corporate Services & Strategy Directorate**

Post Title	Team Leader - Business Support		
Post Number	BG10785	Grade	9
Base	Within Borough	Hours of Work	37 hours per week
Car User Allowance	No	Disclosure	No
Contact	Hannah Meyrick 355456	Updated	13th July 2015

Principal Job Purpose

Responsible to: Service Manager – Business Support Service

Responsible for: To supervise the Senior Business Support Officers in the delivery of an efficient and effective business support service, providing the highest quality of service to the customer based on their expectations and required outcomes.

Essential Personal Attributes

1. Have a customer focussed approach to service delivery.
2. A dynamic and enthusiastic approach to the challenge of achieving an efficient and effective business support service.
3. Ability to work independently and use own initiative.
4. Confident and positive attitude towards working with all stakeholders.
5. Ability to manage conflict effectively.

Principal Accountabilities

1. To support the Service Manager – Business Support in the development and monitoring of relevant performance measures, including service risk registers and Business Plans.
2. To deputise as appropriate in the absence of the Service Manager Business Support.
3. To manage the Senior Business Support Officers, including the allocation of work, monitoring output and providing appropriate advice, guidance and mentoring.
4. To ensure that the service delivers consistency, quality data and statutory and policy compliance across the service.
5. Manage the maintenance and processing of all business support related records/returns, including Statutory returns, and provide related data as required by the Directorates.

6. Lead the delivery of relevant business support functions, ensuring the needs and expectations of staff and customers are understood and managed effectively.
7. Assist in working with internal stakeholders to remodel a more effective, integrated, innovative and professional business support service.
8. Support collaborative working with other organisations to provide a more effective, efficient and professional support service.
9. Provide visible and effective operational leadership to drive transformational change.
10. Prepare and present reports as and when required for the Service Manager Business Support.
11. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
12. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
13. Undertake such other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

1. Qualifications & experience

	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other please specify	Probationary Period
5 GCSE's or 'O' Levels at grade C or above to include English and Mathematics or equivalent educational attainments.	Essential	✓			
Qualified to degree level or equivalent and/or be able to demonstrate substantial experience working with Senior Managers across the Authority.	Essential	✓	✓		
Experience					
Experience of working with Senior Managers across the Organisation.	Essential	✓	✓		
Effective management of staff and proven experience of deployment of staff to meet conflicting priorities across service areas.	Essential	✓	✓		
Working with Stakeholders to review the effectiveness of a service, whilst successfully managing their expectations.	Essential	✓	✓		
Experience of managing relationships within complex projects, with the ability to manage and resolve conflict, meeting challenging deadlines and delivering under pressure.	Essential	✓	✓		
Experience in working in a political environment.	Desirable	✓			
Knowledge/Skills					
Ability to manage a diverse workload and heavy demands whilst adhering to tight timescales.	Essential	✓	✓		
Ability to anticipate issues and make appropriate decisions, given competing priorities and resources.	Essential		✓		
IT literate with the ability to use Microsoft Office, especially Word and Excel.	Essential	✓			
Ability to relate to and gain the confidence, trust and respect of members, employees and partners.	Essential		✓		
The ability to apply different management styles and theories, such as Systems Thinking, to improve the effectiveness and performance of systems within the Council.	Desirable	✓	✓		
Ability to analyse issues, patterns and trends within the service over time and to use this in service planning and delivery.	Essential		✓		
Ability to engage staff effectively in an effective service delivery.	Essential		✓		
Ability to deliver fundamental improvements that achieve efficiencies across the service and enable the council to deliver more effective outcomes.	Essential		✓		

An understanding of Council services.	Essential	✓			
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2. Special Requirements	Essential	Desirable
Possession of a driving licence and access to a vehicle for work purposes	✓	

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Managing the Team	Sets an example to the team by own approach and attitude.		✓		✓
	Gets the best out of people by developing the skills, experience and ambition of self and team		✓		✓
	Ensures equality and diversity issues are integral to service delivery.				✓
	Recognises when it is necessary to take a firm but appropriate line.		✓		✓
	Supports and encourages good work-life balance in the team.				✓

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering a Continually Improving Service	Ensures the team understand how they contribute to achieving operational objectives.				✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance		✓		✓

	Challenges poor performance appropriately		✓		✓
	Is positive about improving the service and identifies potential benefits for the citizen		✓		✓
	Consults team and others, inside and outside the organisation, for improvement ideas.				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication.	✓			✓
	Communicates positively and respectfully.	✓			✓
	Checks others' understanding.	✓			✓
	Clearly explains and justifies decisions made elsewhere.	✓			✓
	Encourages team members to think about and suggest improvements.	✓			✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions.				✓
	Ensures decisions link to continually improving performance.				✓
	Uses problem solving as a method of improving the service.				✓
	Seeks clarification or challenges appropriately.				✓
	Explains decisions appropriately.				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together.				✓
	Promotes and contributes to partnerships to continually improve services for the citizen.				✓
	Networks effectively internally and externally.		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Putting the Citizen First	Recognises the importance of the citizen's input to improving the service				✓
	Ensures the team is focused on serving the citizen as the first priority				✓
	Seeks feedback from the citizen on the quality and appropriateness of the service delivery				✓
	Is positive about the organisation and the community it serves.				✓