



SWINDON
BOROUGH COUNCIL

Job Title: Business Manager	Role Profile Number: BSN140
Grade: N	Date Prepared: Apr 2021
Directorate/Group: Operations	Reporting to: Operations Delivery & Assurance Manager
Structure Chart attached:	No

Job Purpose

To support the Delivery and Assurance Manager to deliver the day to day Operational Services by carrying out discreet projects to improve the delivery of services within the Operations Team. You will be the point of contact for teams within the Directorate and will support the Operations department in ensuring that this leads to the delivery of excellent services and high customer satisfaction.

Key Accountabilities

- Use insight and analysis of data to recommend appropriate action to the Operations leadership, whilst monitoring and reviewing implementation.
- Manage and be responsible for the delivery of discreet projects within the Operations Directorate, crossing all areas of the business, taking the lead and ensuring outcomes are delivered
- Manage the monitoring of the delivery and actions underpinning the vision and business plans for the Operations Delivery and Assurance Team.
- Provide operational support to the Operations and Delivery Assurance manager to ensure a successful partnership with the Operations Department within the borough's parishes.
- Monitor the department's Member Hotline cases for the team, including regular direct liaison with elected Members, the Cabinet Office and political assistants.
- Assure delivery of Operational improvement projects, and ensure priority plans are implemented and undertaken, including reporting back to Operations Delivery and Assurance Manager as required.

- Identify and interpret a variety of policy implications across the Operations Department and highlight issues and risks to the leadership team.
- Act as a representative of the Operations service on other project groups and boards across the council as and when required.
- As a member of the Operations Delivery Team, ensure that the organisation's health, safety, equality, diversity and inclusion policies are fully implemented at all times and in all aspects of service delivery and employment.

Supplementary Accountabilities

- As a member of the Operations management team, actively participating in any work or initiatives requiring cross team or cross organisational working within Swindon Borough Council.
- Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues as required.
- To support the Delivery and Assurance Manager, writing Cabinet/Committee reports and briefings.

Knowledge & Experience

- A proven track record of delivering continuous improvement in customer focused services. Knowledge and experience of complaints policy and statutory obligations in this area
- Knowledge of the council's case management system
- Knowledge and experience of working within a fast paced operational environment
- Experience of dealing directly with elected members
- Experience of using ICT as an analytical and management tool.
- Able to work to tight deadlines and conflicting demands whilst demonstrating a strong commitment to quality, customer care and service delivery.
- Self-motivated and ability to make appropriate decisions using own initiative.
- Experience of work in partnership across teams, the wider organisation and external parties.
- Excellent listening, communication and interpersonal skills.

Qualifications

- Educated to HND/HNC level in Leadership or Project Management or demonstrable compensatory experience

individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- Team player capable of influencing and working within cross-functional teams
- Required to work anti-social hours
- High level of confidentiality to support the senior leadership team
- Able to deal with ambiguity and the pace of change within local government, confidently making and standing by decisions in challenging situations and persisting with flexibility in the face of setbacks
- Having the confidence to speak out for what is best for Swindon, even when it is not easy to do so.
- Ability to make site visits throughout the Borough and attend meetings outside the Borough.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	