



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Business Support Team Leader / Data Analyst	Grade/ Level: N	Post Number: AO1412
Directorate: Children, Families and Community Health	Job Family:	Date Prepared: October 2019

Role reports to (Job Title):
Team Manager, Quality Assurance & Review Service

Job Purpose:

- To manage the Business Support function and ensure it delivers an outstanding quality service that meets the needs of the customer
- To drive the continuous development of business support in line with business need
- To act as customer relationship champion for business support function
- To manage projects within the service area
- Take a strategic lead in the development of integrated business support functions and their interface with other business processes to ensure a joined up approach across the whole children's workforce

Key Accountabilities:

Strategic role

1. Ensure an efficient and cohesive approach to the management of the business support function including all matters relating to the planning, design, development, organisation and monitoring of administrative procedures within the service area
2. To advise and make recommendations to Senior Management Team on future proposals for the development of the business, including business cases; financial and resource modelling and to attend and present at a wide range of senior leadership team meetings as required to represent the business support function
3. To actively monitor and report on performance against agreed targets and performance indicators, reporting to senior management team of variances and making recommendations on actions to be taken to address any shortfall in performance levels.
4. Ensure there is effective and efficient service delivery in accordance with Swindon Borough Council's policies and procedures laid down by the Swindon Safeguarding Partnership and National policies.

5. To maintain systems of communication for children, families, CP Chairs / IRO's, SQA Business Support, SW's, ATM's, TM's and stakeholders
6. To manage the use of resources within the business support function ensuring sufficient cover during specified hours and out of hours, where appropriate
7. To drive through and monitor the implementation of, and adherence to, common business processes both manual and electronic in relation to business support services and ensure that these are communicated to relevant professionals
8. To collate, prepare and present a range of management information relating to the business support function; workforce and associated budget information to senior managers
9. Maintain the confidentiality of client information, ensuring that correspondence is appropriately managed, in accordance with Swindon Borough Council guidance and statutory legislation.
10. Maintain knowledge of current developments around use of information technology, and attend training as required.
11. To promote good race, ethnic, disability and community relations, including young people and staff from a diverse range of backgrounds
12. Contribute to effective and efficient service delivery according to the priorities, policies and procedures laid down by the Swindon Safeguarding Partnership.
13. To respond effectively to contacts from children, members of the public, regulatory bodies eg; OFSTED, professionals and staff of other agencies and elsewhere in the Authority, dealing sensitively with enquiries or telephone messages, logging calls accurately and alerting social care staff or managers immediately to any issues that require immediate attention.
14. To supervise some of the business support team and ensure that appraisals and supervision sessions are held within Swindon Borough Council's agreed timescales for each member of staff and that these records and development records are maintained to demonstrate continuous service improvement.
15. In conjunction with the Senior Business Support Administrator, hold regular business support staff briefings and meetings and reflective supervision sessions, acting as Chair and facilitator. These meetings are to be appropriately recorded.
16. To ensure the development of all of Business Support staff in order to maintain and improve business support functions in line with business needs and to promote the professional development of the team
17. To work closely with all aspects of the SQA Team (CP, CLA, LADO and Participation) to encourage positive working relationships within a harmonious environment. If any issues arise within the Business Support Team these are addressed and managed in a timely manner to avoid any further possible issues.

18. Be responsible for maintaining the electronic financial ICT system in relation to the business support budget and act as responsible officer for budgets within the service undertaking the role of Budget Manager
19. To support the Team Manager and Senior IRO by managing and leading projects and providing regular updates on progress
20. To participate in practitioner and professional team meetings, providing information and sharing customer insight as well as seeking feedback on the effectiveness of business processes
21. To drive forward best practice to ensure all opportunities to drive efficiencies, effectiveness and customer experience are maximised
22. To undertake any other duties deemed commensurate with this post as directed by the line manager

Job Scope:

Number and type of jobs managed:

23. Senior Business Support Administrator / LADO cover
24. Business Support (primarily CLA) x 2
25. Business Support (primarily CP) x 1
26. Business Support Named Nurse for Safeguarding x 2
27. Participation Business Support Administrator
28. Participation Apprentice

Typical tasks supervised/allocated to others:

Not applicable

Job Scope:

Budget: All budgets pertaining to Business Support including staffing; supplies; contracts etc. – amount to be confirmed

Assets:

- Equipment related to the role including, Laptop, Mobile phone etc.

Knowledge and Experience:

- Educated to degree level and/ or equivalent experience in a related field
- Substantial experience of;
 - Working in an generalist/administrative role at supervisory/management level
 - Working in a performance/quality improvement role
 - Working in a customer focussed environment
 - Working well in a dynamic and challenging environment
- Exceptional organisational and prioritisation skills
- Demonstrable understanding of contracts management issues
- High level of literacy and numeracy skills
- IT proficient, with competent use of MS Office (Word, Excel & Outlook, Publisher) and business specific programmes.
- Proven track record of financial management and budget control
- Exceptional ability to liaise and communicate with others
- Ability to be flexible and adaptable
- Ability to work within a multi-disciplinary team effectively
- Ability to build effective working relationships with practitioners, professionals, senior leaders and partners
- Ability to persuade, motivate, negotiate and influence and use tact and diplomacy
- Ability to drive continuous improvement of the business support function, including the effective performance management and development of staff
- Knowledge and ability to implement corporate policies and procedures
- Experience of leading and delivering projects

Decision Making:

- Ability to make day to day decisions relating to the tasks listed above
- Ability to prioritise own workload to ensure all tasks are completed within given timeframes
- Make recommendations to Senior Management relating to performance
- Make recommendations to inform strategic decisions on the future of the administration function, including staffing reviews and future developments and opportunities
- Make both reactive and proactive operational decisions to improve service delivery
- Act as a subject expert and provide advice and guidance to the senior management team and colleagues
- Use of discretion to make strategic and operational decisions regarding the future direction of the business support function

Contacts and Relationships:

- Daily contact with Business Support Staff
- Daily contact with SQA Team Manager, Senior IRO's and other Social Care staff
- Regular contact with Senior Managers
- Regular contact with 3rd party providers
- Frequent contact with colleagues from external and partner organisations

Creativity and Innovation:

- Willingness to be proactive and present ideas for improvement in ways the service is delivered.
- Use creativity and influence to drive through improvements in business processes
- Have the ability to identify and present new opportunities and persuade others of their benefits
- Work with business support supervisors to effectively lead the implementation of change within their teams

Job Specific Competencies:

- Substantial experience in managing successful teams within a complex organisation
- Good communications skills
- Good interpersonal skills and ability to build effective working relationships
- Be able to work as part of a thriving team
- Be able to manage conflicts appropriately within the team
- Ability to handle sensitive and confidential information appropriately
- Ability to work to very short timescales..
- Excellent customer service skills
- Be open to change, testing new ideas and driving continuous improvement

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Data Protection

In accordance with the provisions of the Data Protection Act 1028, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Health & Safety

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety. You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware. You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy

Employee Signature:	
Print Name:	Date
Line Manager's Signature	
Print Name:	Date: