



## Role Profile

<b>Job Title:</b> Business Support Team Leader	<b>Grade/ Level:</b> N	<b>Post Number:</b> AO00035
<b>Directorate:</b> Customer & Business Services	<b>Job Family:</b> Admin	<b>Date Prepared:</b> Nov 2015
<b>Role reports to (Job Title):</b> Service Manager – Children’s Service Business Support		
<b>Job Purpose:</b> To lead one or more teams of Business Support Staff in the delivery of business administration support to all practitioners and customers of Swindon Borough Council’s Children’s Service department. To act as the Senior Administrator, providing office support to the service managers at the site(s) To act as super user or champion for major ICT systems, and departmental procedures used by the teams within the location(s).		
<b>Key Accountabilities:</b> <ul style="list-style-type: none"> <li>• The post holder is expected to be able to carry out all of the accountabilities listed in the Business Support Senior Administrator job description, with specific additional responsibilities as below.</li> <li>• Provide senior admin support to on-site service managers, and managing relationships with on-site service managers and senior practitioners – supporting new starters; leavers; office communications and other co-ordination tasks that lead to the smooth running of the site.</li> <li>• Provide day to day management to teams of Business Support staff, which may include Senior Administrators and one or more Apprentices.</li> <li>• Setting individual and team objectives, and holding regular (bi-monthly at least) reviews with individuals to agree performance ratings and refine objectives</li> <li>• Feedback quality results to individuals at least monthly and agree action plans</li> <li>• Hold regular (at least quarterly) team meetings, reviewing team performance and focusing the team on our Corporate priorities</li> <li>• Support the management of resources across the wider team, including providing holiday and shift cover</li> <li>• Hold a Corporate Procurement Card where required, reconciling to the finance system at least monthly, and action and record all forms of financial transactions ensuring these are coded correctly and recorded accurately. Summarise monthly financial transactions and prepare a forecast for the SBC budget holder</li> <li>• Be a super-user of the ICT systems used by the whole team e.g. ESS/MSS, ICS/Capita One, etc. – providing support and advice to practitioners and maintaining a close link to the central systems support team</li> <li>• Be part of a continuous improvement forum. Working between practitioners and systems support staff to identify and implement process improvements</li> <li>• Ensure priority tasks are tracked and completed to timescales</li> <li>• Provide Management Information (MI) and analysis as required, and use this MI to inform business decisions and support the business in pursuit of its objectives</li> <li>• Support the business in the induction of new starters, ensuring all necessary systems and site access are arranged</li> <li>• Act as lead for Business Support on selected specialisms e.g. Health Visiting, Social Care,</li> </ul>		

- to seek consistency of processes across sites and to work on service developments
- Be part of a network of team leaders, sharing ideas and best practice across the function.

**Supplementary Accountabilities:**

- The post holder is expected to be able to carry out all of the Supplementary Accountabilities listed in the Business Support Senior Administrator job description
- Undertake any other duties commensurate with the grading of this post
- Provide a facilities management service, both on-site and at any linked sites e.g. youth premises, ensuring comprehensive Health & Safety checks are carried out, faults are reported and repairs co-ordinated
- The post holder is expected to, at times, work from other sites where business support staff are operating, and/or to lead teams at one or more site

**Job Scope:** Number and type of jobs managed:  
Manage one or more teams of up to 12 staff in total

**Job Scope:** up to 12 staff

**Typical tasks supervised/allocated to others:**

Updating of work instructions  
Quality checking  
Basic Health & Safety checks

**Budget:** Procurement card & support local budget holder

**Assets:** None

**Knowledge and Experience:**

- Relevant administrative experience, including a Senior Administrator or supervisory role
- Good level of Literacy and Numeracy skills
- Excellent knowledge of Microsoft Packages, including Word, Excel, PowerPoint, and Outlook
- Experienced in the use of specialist ICT packages
- Minute taking experience, and the confidence and IT skills to be able to attend meetings and take notes direct to laptop
- Ability to lead others; written, face to face and group communications
- Ability to cope with hearing or writing about highly sensitive and emotional events relating to children and families, and to debrief colleagues who have been affected
- Excellent interpersonal skills
- Ability to lead a team, providing direction and support
- Flexible and adaptable
- Excellent time keeping and organisational skills
- Able to deal with all levels with confidentiality, tact and diplomacy
- Ability to work on own initiative
- A confident approach to dealing with clients and colleagues

**Decision Making:**

- Ability to interpret MI and make informed decisions on priorities and the deployment of resources
- Decisions on the use of the procurement card and make suggestions regarding forecasting
- Decisions relating to staff development and management

**Contacts and Relationships:**

- Daily contacts with line manager and senior members of the wider team
- Daily contact with team members

- Contact across teams to ensure consistency in areas of specialisms

**Creativity and Innovation:**

- Identify and make suggestions to improve the way the department operates, and lead and encourage others
- Proactively looking for additional ways to support local practitioners
- Finding new and creative ways to motivate and inspire team members

**Job Specific Competencies:**

- Excellent communication skills – both written and verbal
- Excellent interpersonal skills
- Be willing to work as part of a wider team to ensure the success of the whole department
- Be flexible in approach to work
- Discreet and professional in approach to customers, peers and others
- Professional approach and presentable in appearance
- 

**Data Protection:**

In accordance with the provisions of the Data Protection Act 1998, 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.

**Employee Signature:**

**Print Name:**

**Date**

**Line Manager's Signature**

**Print Name:**

**Date:**