



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Business Manager	Role Profile Number: BSN140
Grade: N	Date Prepared: April 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

Decision Making

- Can make effective decisions quickly and will act on own initiative in order to resolve problems.
- Shows creativity in using resources to deliver cost effective services.
- Has proven results obtained through team work and individual effort.
- Has corporate and political insight and consideration.
- Accountable for the successful operational delivery of the services.

Creativity and Innovation

- Reviews ways of working and identifies opportunities to improve the quality of work of the team.
- Identifies creative solutions to Council wide issues and takes action to address them.
- Shows creativity in using resources to deliver cost effective services, looking beyond the boundary of current service delivery.
- Continually identifying, evaluating and implementing innovative new areas of partnership to maximise and enhance the benefits for the wider community.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Various discreet projects across Operations <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Matrix management of project work as and when required 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Personal IT assets</p>
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Contacts and Relationships

Working in a collaborative manner with Members, other directorates, external and internal customers, community members and other bodies that interact with this role.

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:	