

Job Title: Technical Admin and Support Services Manager	Role Profile Number: RTH57
Grade: Q	Date Prepared: January 2022
Directorate/Group: Strategic Development and Growth	Reporting to: Head of Regulatory Services
Structure Chart attached:	No

Job Purpose

The post holder will provide the team management function for the Technical Administration and Support Services Hub for the Directorate of Strategic Development and Growth. The Hub will provide will incorporate:

- Planning Admin and validation
- Licensing and Taxi Licensing administration
- Administration and systems support for Building Control, Planning Enforcement and Trading Standards
- Street Permitting
- Concessionary Transport
- Performance and monitoring
- Recording of notices and updating of public registers
- Making and monitoring invoices and payments
- Handling complaints from the public and Councillors

The Hub is a key enabling service supporting the delivery of Planning, Transport and Regulatory Services within the Borough. Enabling compliance, development and investment whilst regulating undesirable impacts. These services ensure that what is built, and how premises are operated, is to the benefit of all those who live, work in and visit Swindon.

The Hub brings together technical administrative capability with an enhanced understanding of the IT systems used by the services. It provides valuable and coordinated support to the professional officers delivering the services by undertaking transactional work such as invoicing, updating systems, managing and collating consultations, issuing permits and licenses, providing management information and coordinating responses to service requests, complaints and members hotline matters.

This managerial role provides the day to day line management of the officers within the Technical Administration hub whilst maintaining a focus on marketing and commercialisation of cost recovery services like Building Control and Licensing.

Role Purpose

To:

- Provide the day to day line management of staff within the hub. This will include undertaking 121's, PDP's, managing absence and managing the operational provision of the service.
- Lead and operationally manage the hub to ensure effective provision of customer centric services and delivery of operational excellence through the effective use of data and supply of management information.
- Initially setting up the hub and ensuring generic processes are delivered across all hub members and ensuring resilience is built and maintained.
- Manage confidential information and data protection requests
- Drive the commercial aspects of key service areas which will include planning and hosting awards events and holding service update events for the public, monitor income and drive performance targets.
- Ensure that quotes are provided, that income is secured and payments are made in a timely manner. Reports detailing this information will need to be provided regularly.
- Develop service standards and targets. Monitor the hubs performance against these standards and regularly report this to the Head of Regulatory Services.
- Contribute to the Planning Services Annual Monitoring Report, including assisting with site visits to monitor development where appropriate.
- As part of the service management team, attend team meetings and report on progress and issues
- Provide a suite of management information and insight for administrative activities associated with the services within the economy and growth directorate to drive service improvements and to assist in managing demand for these services.
- Work with key stakeholders to provide relevant quality management information to support the wider information requirements of the organisation; provide insight into customer demand and areas for improvement.
- Provide the system development and continuity for the IT 'case and asset management' systems associated with the services (Idox Uniform and WDM) and act as the coordinator between the service areas and IT systems support team to ensure effective system support is provided and systems development is achieved.
- Along with the other service managers and Heads of Service, drive change and innovation across the service areas with "digital by design" at the forefront of development. Taking an active role in the design

and implementation of changes as they arise.

- Actively participate in a culture of continuous improvement/change within and across the team; seeking to improve services, performance, data and stakeholder feedback.

Key Accountabilities

To

- Manage and lead the Technical Administration Hub
- Provide core technical support services to the Economy and Growth Directorate with regard to system administration
- Provide co-ordination with regard to IT systems between the services and IT
- Build and develop the hub to ensure a resilient enabling service can be provided, this will require an understanding of processes and the training and development of staff to provide generic processes across a number of service areas.
- Provide day to day line management for **up to** 10 members of staff, providing technical administration services. This will include undertaking recruitment when required, managing performance, absence management, ensuring the effective provision of office cover, securing a high level of customer service and ensuring delivery deadlines are met.
- Address and manage performance issues.
- Ensure the Economy and Growth Directorate's web presence is developed as an effective and engaging user friendly signposting and information resource for customers to increase self service.
- Train and develop the Council's Business Support Unit, Graduates, Apprentices and other staff in delivering operation excellence in transactional services.
- Provide the business with a suite of management information and insight – to drive improvements.
- Support managers in using the Council's HR management software and take an active role in the design of electronic processes to support the operation of the services.
- Ensure the team comply with data protection principles in relation to the collection, storage and release of personal information.
- Ensure responses to external requests are undertaken in a timely and efficient way in liaison with the Council's Data Protection and Freedom of Information Officers, and to manage and oversee responses to members hotline requests.
- Investigate and resolve disputes, complaints and issues, providing suitable responses to complainants.
- Lead the monitoring and co-ordination of consistent Health and Safety and Business Continuity procedures across the service areas.
- Manage the budget for the hub and provide regular financial information in relation to income generating services, provide updates on progress with targets and report early when there may be a shortfall
- Provide commercial marketing acumen to the income generating services, particularly Building Control,

This involves planning and delivering award events and external promotional events as well as ensuring effective follow-up with potential customers.

Supplementary Accountabilities

- Support the Head of Regulatory Services in liaising with support services and attending service provision meetings where appropriate.
- This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the Department, always in consultation with the post holder

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- A minimum of 5 years in a similar role
- Experience in the use of case management and asset management software, including use of Document Management Systems (DMS), Mobile Working, Planning, Building Control and Licensing Public Access Portals, use of Enterprise and the ability to run reports and create templates.
- Experience of staff leadership, management and development.
- Experience of operating in a managerial position within a professional service delivery environment, preferably in a regulatory environment.
- Experience of managing relationships with a variety of stakeholders.
- Strong organisational skills.
- Proven experience of managing budgets in a commercial environment.
- Demonstrable experience in obtaining and using management information within a service
- Previous experience of working with a large group of stakeholders, to identify and implement service change.
- Knowledge and experience of providing bespoke management support in a busy hybrid working office environment.
- Strong verbal and written communication skills.
- Knowledge and experience in project management and project delivery.
- Experience of working with integrated systems or customer relationship management systems.

Qualifications

- Minimum 5 GCSE's or equivalent with GCSE grade C or higher in maths and English and educated to A level or equivalent
- A sound understanding of IT and demonstration of data analysis

- Ideally a professional qualification in one of the disciplines supported by the service, or experience and understanding of the purpose and operation of that service.

Decision Making

- Able to prioritise work and resources to meet the needs of the organisation
- Understand, interpret and provide recommendations, instructions and guidance to support continuous business improvement
- Ability to contribute to the short and long-term planning processes and to problem solving, and to match resources to organisation requirements
- To make recommendations and implement changes pertaining to service improvement through performance management and analysis

Creativity and Innovation

- Actively participate and drive forward administration and operational plans and act as technical support lead for marketing and commercialization.
- Problem solving ability to give advice and implement new processes and make service improvements, with the ability to anticipate and deal with problems in advance.
- Develop and deliver new procedures as required to ensure the Council remains compliant with relevant legislation.
- Provide innovative solutions to administration project and change requirements.
- Use communications in a creative way to ensure managers are appropriately supported through administration procedures and requirements, and fully understand their responsibilities.

<p>Job Scope</p> <p>Number and types of jobs managed: Staff management responsibility for <u>up to</u> 10 members of staff.</p> <p>Typical tasks supervised/allocated to others Day to day administration and technical support services operations.</p>	<p>Budget Holder</p> <p>Responsibility:</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>Day to day budget management of the Business unit</p> <p>oversee all equipment and ensure necessary calibration of Noise meters Tint machines Card machines Laminators</p>
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Contacts and Relationships

- Key relationship with members of the Strategic Development and Growth Directorate
- Close working with peers across Business Support to drive out duplication and manage demand for services
- Close working with colleagues in finance to ensure the smooth monitoring and running of payment processes
- Close working with colleagues in IT to ensure the smooth monitoring and running of case management and asset management IT systems, which the service is reliant upon
- Close engagement with users of the case management and asset management systems to ensure their effective and consistent use and robust data quality is achieved
- Frequent and direct contact with all levels of the organisation, key internal and external stakeholders, learners and partners. The internal contacts will be with, heads of service, and other relevant senior officers, including members
- Close working with Data management officers.
- Customers and applicants and temporary staff contractors
- Other Local Authorities and Public Sector partners.

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