



SWINDON
BOROUGH COUNCIL

Job Title: Business Support Team Leader	Role Profile Number: AO8105
Grade: N Salary:	Date Prepared: Sept 2014
Directorate/Group: Business Services	Reporting to:
Structure Chart attached:	

Job Purpose

The Business Support Team Leader will manage and undertake service delivery in line with the requirements of the service area of Children Services – Q&A team.

Lead a team of business support professionals to deliver business support services to Swindon Borough Council.

Key Accountabilities

- Manage the team's daily workload, distributing work tasks as required, monitoring team performance in line with service and business support SLA's and PI's.
- Recruit, train and coach your team as required to deliver the administrative service.
- Work with authority personnel to provide the business support service Undertake business support administrative tasks alongside your team leading responsibilities. (approximately 60:40 ratio)
- Flexibility to work within and support other business support service areas as required where your skills, expertise and knowledge can be utilized.
- Manage the business service work delivery across the team to achieve the task service level agreement.
- Undertake all the service administrative tasks in your service area to keep up to date with work delivery on a regular basis.
- Monitor team absence and take appropriate action where necessary in line with company guidelines.
- Responsible for team staffing levels to maintain service delivery, authorising the team(s) annual and flexi leave requests.

- Undertake team one to one meetings, return to work interviews, monthly team meetings and appraisals in line with company guidelines
- Manage and address any personnel matters in a timely manner, capturing and recording information and keeping HR or management aware as appropriate.
- Manage your team's training and development needs and provide support and guidance as required.
- Review the teams cross training ability and schedule training as required to ensure we have suitable numbers trained within business support to deliver the service.
- Produce and maintain the business support team processes and procedures.
- Quality assurance, processing and distribution of documentation
- Production of reports as required
- Processing of stationery requests, purchase orders, invoices, travel claims, travel warrants relating to the work of the secondary team ensuring they are processed promptly and accurately.
- Review current working practices and make recommendations to improve service delivery efficiencies.
- Work with and alongside authority personnel to provide the business support service as defined within the Partnership contract.
- Provide cover in the event of staff shortages/absence or high volumes for tasks undertaken by your team as appropriate.
- Administration of credit card expenditure as required.

Knowledge & Experience

Essential

- Demonstrable team leading experience of managing a team of up to 10 personnel, allocating and monitoring daily work tasks, undertaking one to one meetings, appraisals and managing HR related
- Ability to manage, motivate and train team(s) to a high standard of work delivery.
- Ability to learn quickly and undertake tasks efficiently and accurately working to tight deadlines.

Desirable

- Experience of working in or managing authority multi business support services
- Experience of working in a similar environment

Qualifications

- GCSE (Grade B or higher) in one or more of the following: English Language, I.T, Mathematics or in the absence of formal qualifications, relevant work experience.

- Experience of using on a daily basis computerised systems: including MS office Excel, Word, Outlook & any in house systems.
- Excellent customer service skills and inter-personnel skills, attention to detail delivering administrative tasks.
- Excellent office administration experience including compiling document and reports in both Word and Excel and using databases to collate data

Decision Making

- Insert elements of the job role where decision making is required

Creativity and Innovation

- Good communication and interpersonal skills
- Team player
- Excellent customer services
- Flexible approach to work duties and the ability to work well within a team

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

Values & Behaviours

(refer to guidance)

Self- Awareness

- Awareness of one’s own behaviour, values, attitudes, strengths and weaknesses.
- Ability to reflect on one’s behaviour and change them.

Integrity

- Authenticity – being yourself and not wanting to look good or avoiding to look bad,
- Leading by example – being the role model you wish others to grow in to.

Collaboration

- Giving space to others and not imposing own views or judgements
- Enabling development through co-creation and collective learning

Meaningful Relationships

- Is compassionate and accepting of others
- Connecting with others at an honest human level

Resilience

- To be aware of and utilise personal strengths and resources to endure tough times
- Keeping a positive outlook and using challenges as personal growth

Clarity of Intention

- Clear and effective communicator
- Is purposeful and makes decisions

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

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