

<b>Job Title:</b> Business Support Service Lead	<b>Role Profile Number:</b> SBC_11691
<b>Grade:</b> Salary:	<b>Date Prepared:</b> February 2023
<b>Directorate/Group:</b> Enabling	<b>Reporting to:</b> Business Support Service Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

Business administration roles have been aligned into one function within Business Support & Resilience. The business recognises Business Support as a service in its own right and expects a high standard of delivery from its support teams. The Business Support Service Lead role is key to the success of the function, as they are responsible for:

- Support the Business Support Service Manager in leading the large teams of business administrators – in excess of 50 staff – across multiple disciplines.
- Ensuring the service delivers a high-quality service that meets the needs of the customer, but also drives common processes and consistent standards across the organisation
- Driving the continuous development of business support in line with business need & securing and reviewing service level agreements with services.
- Acting as customer relationship champion for business support function; maintaining strong links with service managers and customers of the services provided.
- Managing projects both within the service area, and the wider organisation where appropriate
- Being a strategic support in the development of integrated business support functions and their interface with other business processes to ensure a joined-up approach across the whole of Swindon Borough Council

## Key Accountabilities

### **Strategic role:**

- Regularly reviewing the internal processes to 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
- To advise and make recommendations to Business Support Service Manager for the development of the business, including process mapping, reporting and efficiency improvements
- To actively monitor and report on performance against agreed targets and performance indicators, making recommendations on actions to be taken to address any shortfall in performance levels

### **Manage the business support function:**

- To manage the business support function, ensuring a comprehensive service is delivered by business support team leaders & administrators through clear reporting, SLA follow up and process mapping
- 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 that these are communicated
- To drive the continuous improvement of business support across the service areas and ensure joined up working with business support teams through active development of individuals, teams and processes
- To ensure that the business support function complies with all corporate policies and procedures including Data Protection, confidentiality, health and safety, care quality compliance, security and safeguarding

### **Managing People:**

- To support Business Support Service Manager to line manage team leaders, including performance management; advice and guidance; mentoring and development
- To ensure the development of all of Business Support staff in the team and to maintain and improve business support functions in line with business needs and to promote the professional development of the team
- Ensure that supervision records and development records are maintained through the Business Support Service Lead and Team Leaders to demonstrate continuous service improvement

- Ensure mandatory training is completed on time

### **Customer relationship champion:**

- 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
- To drive forward best practice to ensure all opportunities to drive efficiencies, effectiveness and customer experience are maximised

### **Customer Liaison:**

- Develop constructive working relationships with colleagues, external organisations and partner organisations
- Ensure that customer feedback relating to the business support function is captured, analysed and cascaded as appropriate.

### **Knowledge & Experience**

Substantial experience of:

- Working in a 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 contract management issues
- High level of literacy and numeracy skills
- Highly proficient in using ICT, both MS Office Application and business specific systems
- 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 of and ability to implement corporate policies and procedures
- Experience with leading and delivering projects

### **Qualifications**

- Management Qualification and/or equivalent or experience in a related field

## 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

## 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 to identify budgetary savings
- 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

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed</b>	<b>Responsibility</b>	.
Business Support Team Leaders + Team		
<b>Typical tasks supervised/allocated to others</b>	<b>Asset Responsibility:</b>	

## 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)*

- Daily contact with Business Support Team Leaders and administrators
- Daily contact with the managers and professionals of the services supported
- Daily contact with all business support staff within the service area
- Regular contact with senior managers
- Regular contact with 3rd party providers
- Represent Swindon Borough Council at external and internal meetings with Partners or potential Partners for SBC.

<b>Employee Signature:</b>	
<b>Print Name:</b>	<b>Date:</b>
<b>Line Manager's Signature:</b>	
<b>Print Name:</b>	<b>Date:</b>