



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Business Support Team Leader	<b>Role Profile Number:</b> AO8105
<b>Grade:</b> N	<b>Date Prepared:</b> Sept 2014
<b>Directorate/Group:</b> Children's Services	<b>Reporting to:</b>
<b>Structure Chart attached:</b>	No

### 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.

