

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Business Team Leader
Grade	PS8	Reports to (role title)	Business Support Manager
		Directorate	Children, Families, Learning and Communities
JE Band	269-313	Division	Children, Families and Learning
		Team	
		Date Role Profile was created	Jan-19

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The Business Team Leader manages and coordinates business support for a specialist team within the directorate.</p> <p>The role is expected to execute the detailed processes entailed in specific aspects of business or social care function and HR administration and will be fully versed in all the procedures of their specialism.</p> <p>Ensure the delivery of a high quality and efficient administration service to assist in delivering the overall aim of the Service to improve outcomes for children. This will include co-ordinating support to the Assistant Director as appropriate.</p> <p>Lead the way in assessing and implementing process improvements constantly and consistently to improve the performance of the administration service and increase customer satisfaction.</p>
Work Context	<p>The Council's Children's Service provides a range of highly specialist services to children and young people who are vulnerable and to support children and young people to reach their potential.</p> <p>Services are delivered directly to children and their families within extensive statutory frameworks. Much of the work requires close working with stakeholders (such as parents/carers, schools, health services, police, voluntary organisations).</p> <p>All business support workers will be a member of the wider business support community and be expected to develop and grow business support networks.</p>
Line management responsibility if applicable	Managing and coordinating the work of a large group of people
Budget responsibility if applicable	n/a

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. <p>Customer Service & Support</p> <ul style="list-style-type: none"> • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist budget/resource management in accordance with the council policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. <p>And/Or:</p> <ul style="list-style-type: none"> • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of the council staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 3, or able to evidence knowledge and understanding of appropriate business disciplines; Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. • Evidence of continuous training and personal development. • Conversant with the requirements of the Data Protection and Freedom of Information Acts and able to ensure the team works within legislation. • Ability to reflect and learn from own behaviour, identify impact of actions on others, and use feedback to develop. • Experience of project work to develop specific bespoke pieces of work or ongoing planning and co-ordination • Specialist business functional knowledge • DBS will be required
Role Summary	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>
Reference Number	BM-2019-350