

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Business Support Lead
Grade	PS10	Reports to (role title)	Senior Business Support Manager
		Directorate/School	AWHP
JE Band	371-438	Service/Department	AWHP Business Support Service
		Date Role Profile was created	May-25

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>To lead, manage and oversee the provision of a comprehensive business support service within an area to ensure that systems, processes and administration are effectively managed and coordinated to meet the needs and priorities of the service.</p> <p>The role will devise, develop and maintain business support services to ensure AWHP are able to deliver key statutory functions.</p> <p>The postholder will lead, motivate and manage the business support function and be responsible for performance management to ensure a high quality, responsive and consistent level of business support is provided.</p> <p>The role holder will be a key leader across the business support services, and will be a credible and respected business support subject matter expert.</p> <p>The role holder will work across the directorate and wider council at a function level, ensuring the AWHP business support services works closely with key corporate partners such as HR, IT, property as well as linking with key external partners.</p> <p>□ The postholder will manage resources in accordance with SCC policies and procedures and apply cost effective means of delivering improvements to business practices.</p> <p>The postholder will participate in and occasionally lead projects (including some of transformational significance) and reviews within defined areas and represent the service internally and externally.</p>
Work Context	<p>The role reports to the Senior Business Support Manger and is part of the AWHP business support service leadership.</p> <p>The Business Support Lead will take responsibility for specific directorate support functions and work closely with other support functions, operational teams, service representatives, partners and providers across the county.</p> <p>The post holder provides specialist expertise and guidance for their area of responsibility to AWHP colleagues and are expected to manage their own workload.</p> <p>The role needs to be delivered through an agile and flexible approach to ensure key services are delivered across at a team, area and service level. To deliver this, some travel is expected to ensure key services are delivered</p>
Line management responsibility if applicable	Line management responsibility and wider oversight of the business support service
Budget responsibility if applicable	Responsibility for managing budgets for specified services to ASC. Management of staffing budget under area of responsibility
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> Plan workloads and secure resources to enable the team/s to achieve a quality service. Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. May have delegated responsibility for a budget(s). <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. <p>People Management</p> <ul style="list-style-type: none"> May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> Operate as an individual responsible for the delivery of a high level and complex service. <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 be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. • Proven ability to manage a range of projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>A good understanding of the principles of budgetary control and apply them to resources under their control.</p> <p>A self-starter, be able to work on their own initiative, have good time management skills and adapt to changing priorities.</p> <p>Significant experience in the use and application of information and communication systems and software.</p> <p>Ability to work as part of a multi-functional team and be able to represent the interests of AWWP in such environments.</p> <p>Significant line management experience and some leadership experience / understanding of leadership principles</p> <p>Willingness and ability to travel in accordance with the needs of the role.</p>
Role Summary	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>