

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Arts Services Business Operations Lead
Grade	PS8	Reports to (role title)	Operations and Finance Senior Lead
		Directorate/School	Resources
JE Band	269-313	Service/Department	Surrey Arts
		Date Role Profile was created	Nov-24

Part B - Job Family Description

To oversee the service's operational functions to ensure effective service delivery. Following

Role Purpose including key outputs	To oversee the service's operational functions to ensure effective service delivery. Following SCC policies and procedures, the role will include general business administration, recruitment, onboarding of staff, safeguarding administration, office and premises management, document management and retention; data protection, and health and safety. The postholder will oversee the work of administrative staff and will also be responsible for managing and coordinating Surrey Arts volunteers including recruitment, induction and placement of volunteers.
Work Context	Surrey Arts is part of SCC's Cultural Services team which sits within the Resources directorate. The post will be part of the Surrey Arts Business Operations Unit, which is dedicated to carrying out business and operational functions to support the service in delivering art projects and music education services. The postholder will need to work in a flexible and supportive manner with both Surrey Arts staff and colleagues in other council departments/teams (e.g.HR, Recruitment, IT, Employee Services). Surrey Arts aims to increase people's interest and participation in the arts throughout Surrey. In partnership with other organisations, Surrey Arts offers support, tuition and advice to people the following areas: music; singing, choirs and vocal groups; drama; dance; visual and performing arts. The administrative office for Surrey Arts is The Pines, located in Guildford. The role is office based, however subject to business needs, Surrey Arts is fully supportive of the Council's Hybrid Working Policy, enabling the postholder to work both flexibly and remotely. For this role, this will ideally include working in the office for a proportion of contracted hours. The postholder may be required to travel throughout the county and some evening and weekend working may be required.
Line management responsibility if applicable	Line management for administrative staff and coordination of volunteers.
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • 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. Service Delivery • 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. Planning & Organising • 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. Finance/Resource Management • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. Work with others • 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. People Management Either: • 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. And/Or: • 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 staff. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to 'A' level standard, or able to evidence ability at an equivalent level. • 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. • 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	Experience of providing business operations support including recruitment, office/premises management, data protection, health and safety, safeguarding, documents management /retention. Supervisory / line management experience. Full driving licence. Enhanced DBS with Child Barred Listing.
Role Summary	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, communications, 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.
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