

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Senior Business Support Coordinator
Grade	PS8	Reports to (role title)	Senior Business Support Manager
JE Band	269-313	Directorate / School	AWHP
Date Role Profile was created	Feb-17	Service / Department	Adult Social Care

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	To lead a team in the Business Support service within Adult Social Care or supervises the work of business support staff across Adult Social Care and co-ordinates a range of developments/projects through to completion.To provide quality and timely advice and support to customers, e.g. public and service users, Members, colleagues, front-line staff, partner organisations and suppliers, on any matter connected with the team's role, ensuring that targets are met and issues dealt with.The role holder will oversee the delivery of the team's services and monitor workloads to ensure effective services are delivered that meet service standards.They will lead, develop and performance manage team members to secure the efficient despatch of business and promote excellent levels of customer service.Working closely with the Financial Assessment Administration Team Leader and service representatives they will maintain awareness of existing and proposed legislative and other developments affecting services in order to identify and apply cost effective means of delivering changes and improvements to business process and strategies.
Work Context	Senior Business Support Co-ordinators work closely with customer staff, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management. They will be a repository of practical wisdom in one or more disciplines within Business Support activity, for example finance, HR, facilities, procurement. If leading a team it is likely to be of a straightforward operational activity and/or smaller teams than Business Managers.This role will be based within the Adult Social Care Business Support team.
Line management responsibility if applicable	Supervision of up to 8FTE lower graded staff.
Budget responsibility if applicable	N/a
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 allValues: 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 maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.
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 description	• Experience of developing and managing business processes and systems. • Experience of leading a team. • An appreciation of the statutory local government framework, policies and services within Adult Social Care and service areas. • Demonstrable appreciation of the relationships between politics, public services and the roles of politicians and public servants. • Some understanding of Surrey County Council and main challenges Adult Social Care faces. • This role may require safeguarding checks, including a Disclosure and Barring Service check.
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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