

**CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL
JOB PROFILE**

DEPARTMENT: Children's Services	SERVICE GROUP:
POST TITLE: Business Support Manager – Executive Support to the Chief Executive	REPORTS TO: Head of Service – Business Support Services
GRADE: Indicative P01	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. As a candidate/employee you will be expected to demonstrate your ability meet the special knowledge, experience and qualifications required for the role.

Please see the separate guidance information on how to complete the form located on Bradnet.

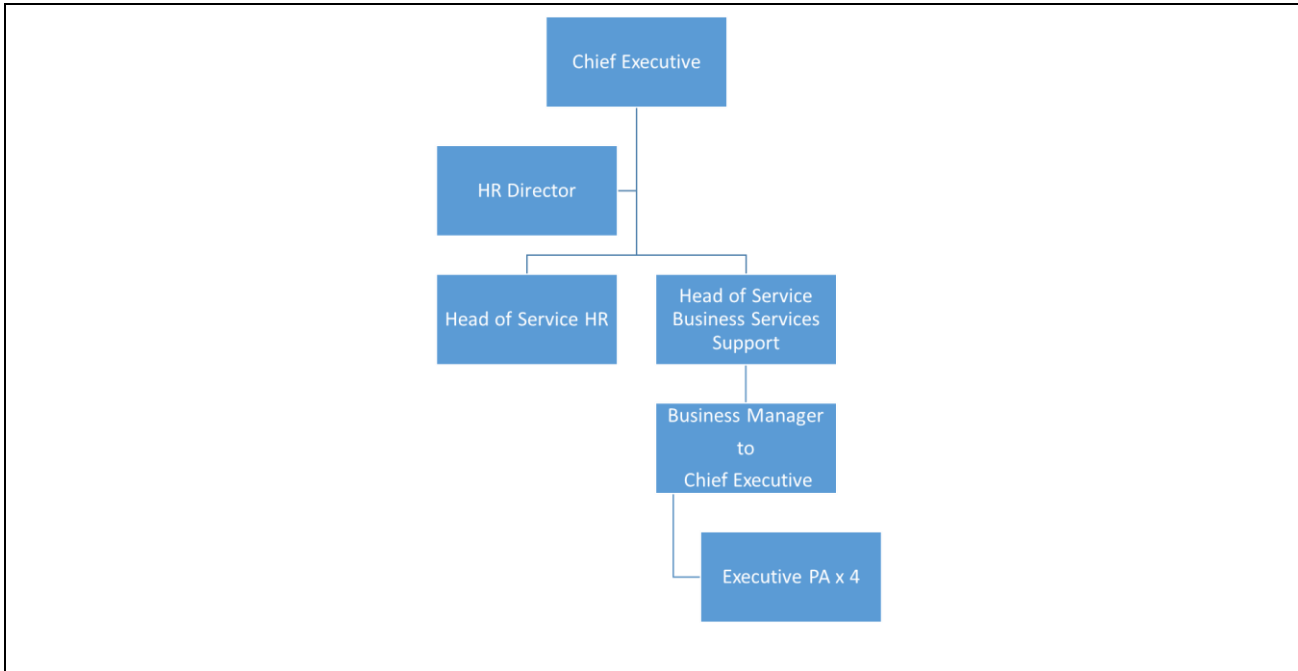
Key Purpose of Post: Max 3
<p>To be key support person to the Chief Executive, providing comprehensive, confidential, direct and proactive Business Support whilst prioritising and proactively management of CEO workload, ensuring sufficient capacity to allow the Chief Executive to lead on the delivery of Bradford Children and Families Trust.</p> <p>Bring a structured and disciplined programme management approach to the work of the Chief Executive, ensuring that there is oversight across all programmes of work and that the reporting is of value and detailed where necessary.</p> <p>Manage and work in close partnership with the executive PA team to ensure that there is a high quality and comprehensive administrative support offer.</p>
Main Responsibilities of Post: Max 15
<ol style="list-style-type: none"> 1. To provide high quality, comprehensive, confidential and responsive business support to the Chief Executive including proactive management of the Chief Executive's workload in a highly efficient manner, to facilitate their ability to lead the Trust efficiently and effectively 2. Bring a structured and disciplined programme management approach to the work of

the Chief Executive, ensuring that there is oversight across all programmes of work and that the reporting is of value and detailed where necessary.

3. Line manage upto 4 Executive Personal Assistants,
4. Prioritise incoming issues and concerns addressed to the Chief Executive, including those of a sensitive and confidential nature, determining the appropriate course of action, referral or response, and routing or dealing with less complex matters directly, as appropriate
5. Respond to emails and correspondence on behalf of the Chief Executive, promptly and to a very high standard, including assisting in correspondence and meetings with patients and service users as required
6. Use initiative, diplomacy and tact, and take a proactive approach to solving problems and delegating issues as appropriate. Provide rapid response to conflicting demands and priorities
7. Read, analyse and interpret national guidance documents, producing briefings for the Chief Executive.
8. Use a high level of judgement to prepare or commission briefings for the Chief Executive on specific topics, including research and analysis of information as required. This will involve gathering and analysing highly complex information, and using knowledge and experience to determine and recommend the best course of action .
9. Use delegated authority from the Chief Executive to plan, monitor and manage long-term strategic plans across the Trust, including a range of initiatives and projects, and preparing regular complex reports to demonstrate progress. Produce PowerPoint presentations and other documents to a high standard using the full suite of Microsoft Office applications
10. Co-ordinate the drafting of Board papers that the Chief Executive has taken responsibility for producing
11. Attend and provide administrative support for regular executive and senior leadership meetings including recording, tracking and progress chasing actions on behalf of the Chief Executive
12. Establish effective relationships with key organisations, liaising with stakeholders on behalf of the Chief Executive as appropriate
13. Act as an ambassador for the Trust, being professional, confident, courteous and helpful. Communicate highly complex and highly sensitive information inside and outside of the Trust, using the highest level of diplomacy and interpersonal skills. This will include conversations with senior internal and external colleagues, and members of the public, to address complex issues and ensure these are handled sensitively
14. To undertake any other duties as required which are appropriate to the work of the Unit and are commensurate with the responsibility and level of the post.

Structure

Competency Based Job Profile



Special Knowledge Requirement: Will be used in shortlisting. Max 10

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.

	Essential
An understanding of Childrens Trust and understanding safeguarding of children.Working knowledge of the Trust’s Policies i.e., Health & Safety, Safeguarding, Governance	X
Comprehensive knowledge of Microsoft Office applications –Word, Excel, PowerPoint and Outlook, Internet, MS Teams	X
Significant executive support experience at a senior level. Working with senior leaders within an organisation	X
Working in a busy office with competing and varied priorities Uses a range of specialist ICT systems across own work area and or across other areas of work.	X
Minute Taking skills and experience	X
Carries out the working practices, procedures and basic operations across a specialist area or number of specialist areas relating to Chidren’s Services.	X
Uses, interprets, analyses and communicates complex information from a variety of sources.	X
Excellent Communication skills both Oral and Written and Report writing skills	X

Competency Based Job Profile

<p>Able to use own initiative whilst working under pressure and the ability to work to tight deadlines and priortisation of tasks</p>	<p>X</p>
<p>Job Dimensions:</p> <p>Responsible for providing high quality, comprehensive and responsive business support to the Chief Executive including proactively management the Chief Executive’s workload, in a highly efficient manner, to facilitate their ability to lead the Trust efficiently and effectively</p> <p>Delegated responsibility for the procurement of goods, services, and equipment to an unspecified financial limit with due regard to legislation and regulatory provision, British and European Standards and the Authorities Financial Regulations/Standing Orders.</p> <p>The post involves a challenging workload and competing demands.</p>	
<p>If this post has decision making responsibility outline its extent:</p> <p>Will report to the Head of Service – Business Services Support but on a day to day basis the post holder will be required to operate in a self supervising capacity and expected to exercise a high level of initiative, creativity and professional judgement at a senior level in carrying out their managerial duties within broad guidelines and within the Authority’s policies and procedures, current legislation and guidance and standing orders/financial regulations.</p> <p>Makes recommendations for changes to procedures, which contributes significantly to changes in priorities, workloads, policies and procedures.</p> <p>On a day-to-day basis uses creative solutions to solve complex problems.</p> <p>Responsible for managing devolved revenue budget and for ensuring spending is kept within the agreed budgets and limits.</p> <p>Access to and custodian of highly sensitive and confidential information which if released could seriously embarrass the Authority, individuals or outside bodies in addition to prejudicing legal proceedings or rendering the Authority liable to legal proceedings which may materially affect its financial position.</p>	

<p>Relevant experience requirement: Will be used in shortlisting</p>
<p>5 years EA or PA experience required (Executive Assistant/Personal Assistant)</p>
<p>2-3 years of management experience</p>
<p>5 GCSE's / O Levels or equivalent at grades A - C including Mathematics and English</p>

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Intermediate to advanced skills in Microsoft office suite
Ability to minute / note take effectively.
Ability to manage people effectively by conducting regular meetings, setting targets for performance, delegating tasks.
Relevant professional qualifications requirement: Will be used in shortlisting
A minimum of NVQ Level 3 OR be able to evidence significant experience and achievement in a related role in line with minimum experience above.
Core Employee competencies at manager level to be used at the interview stage.
Carries Out Performance Management – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.
Communicates Effectively - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.
Carries Out Effective Decision Making - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.
Undertakes Structured Problem Solving Activity - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.
Operates with Dignity and Respect - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.

Management Competencies: to be used at the interview stage.
Operates with Strategic Awareness Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.
Practices Appropriate Leadership Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do.
Delivering Successful Performance Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.
Applying Project and Programme Management Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning.
Developing High Performing People and Teams Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.
Working Conditions:
Must be able to work evenings, weekends and Bank Holidays as required by the needs of

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the Service. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.

Special Conditions:

No contra – indications of suitability for working with children and young people.

Compiled by: Rebecca
Simmonds

**Grade Assessment
Date:**

Post Grade:

Date: April 2023