

**Role Title: Business Support Manager**

**Salary: SO2 / PO1**

**Location: Keighley / Shipley**

**Report to: Business Support and Improvement Manager**

## About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

**Our vision:** For all children and young people in Bradford to be safe and able to realise their full potential.

**Our purpose:** To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

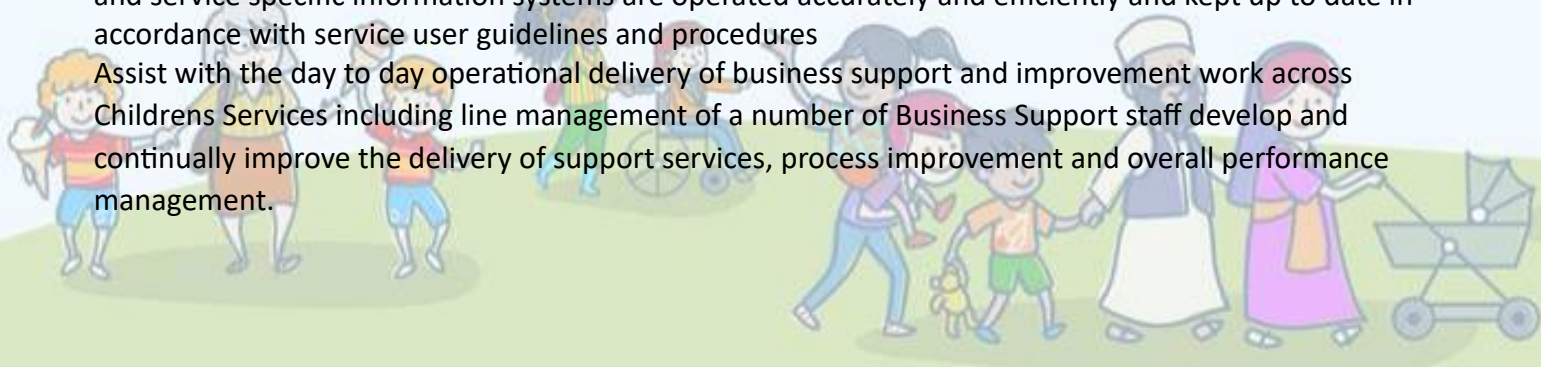
We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

## Job Overview

To lead an efficient, effective and robust business support service within Children's Services, to provide guidance and support ensuring that work priorities are delivered accurately and to strict deadlines. To support the wider Children's Services in the delivery of an excellent service to customers, communicating in an informed, confident, polite and understanding manner with all clients and customers.

Work with senior management and leadership on both service-wide and corporate initiatives and programmes to change and improve internal procedures, responding to changes in Government Policy and/or to streamline processes to improve the efficiency of the service and to ensure that Council wide and service specific information systems are operated accurately and efficiently and kept up to date in accordance with service user guidelines and procedures

Assist with the day to day operational delivery of business support and improvement work across Childrens Services including line management of a number of Business Support staff develop and continually improve the delivery of support services, process improvement and overall performance management.



## Main Duties and Responsibilities

- To provide strong leadership and direct line management to Business Support staff in carrying out robust business support functions prioritising work activity in accordance with statutory requirements and timescales and ensuring full cover of services under the general direction of the Business Support and Improvement Manager and deputise in their absence.
- To contribute to detailed research and analysis of wide-ranging, and often complex, information as appropriate, and implement the relevant legislation, Council and Departmental policy, and assist with the compilation of reports to various committees and Boards.
- To work with the leadership and management team to ensure that all business systems and information platforms are maintained and developed, kept up to date in line with the General Data Protection Regulations (GDPR).
- To provide formal performance management to business support staff and identify and address performance and/or conduct issues.
- Ensure that work priorities and deadlines are met within established procedures and to pre determined timescales ensuring a good quality business support service.
- To assist senior leadership in the drive for continuous improvement by embedding and supporting a learning and responsive management culture based on championing high standards of performance through clear service delivery objectives for managers and teams, against outcomes and quality data standards.
- To ensure the Council's Standing Orders, Financial Regulations and Procurement procedures are adhered to, maintaining detailed knowledge in order to provide sound financial advice.
- Liaise with staff and Managers within Childrens Services and other partner agencies (e.g. Health, Police, Education, Probation) to ensure effective contribution to and participation in the services meeting processes.
- Provide regular, up to date and accurate performance data to Senior Management and liaise with relevant staff within the service to resolve issues and assist in achieving performance targets
- To lead and promote continuous professional development of staff using supervisory relationships, annual performance reviews, training opportunities and current staff development schemes as well as Council policies around employee safety, health and wellbeing and fairness, equality and inclusion
- Represent the Business and Improvement Support Service on working groups and at information sessions on wider service developments and projects.
- At all times operate with financial discipline and within budgets, demonstrating creative flair and initiative ensuring that the reputation and financial interests of Bradford Council are met.
- Make frequent decisions using own judgement, generally but not always within established procedures and guidelines, regarding work priorities.
- To undertake other duties commensurate to the nature and level of the post at initial place of work or any other venue



## About You

We are looking for applicants who can demonstrate that they meet the following requirements:

### Education

- Level 3 in Business Admin, or equivalent in a relevant subject, 'O' Level/GCSE English Grade A-C, or equivalent.

### Experience

- Experience in an administrative role
- Experience of providing supervision and guidance to a team of staff
- Experience of developing and implementing new procedures and systems, manual or electronic.



## ***Safeguarding Responsibilities***

*Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of all children who use our services and as such expects all staff to share this commitment.*

*Successful applicants will be required to complete the relevant safeguarding checks. An DBS check might be requested.*

*We are an equal opportunities employer.*

