

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

DEPARTMENT: Children's Services	SERVICE GROUP:
POST TITLE: Business Support Manager (Childrens Services)	REPORTS TO: Business Support and Improvement Manager
GRADE: SO2/ PO1	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

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.

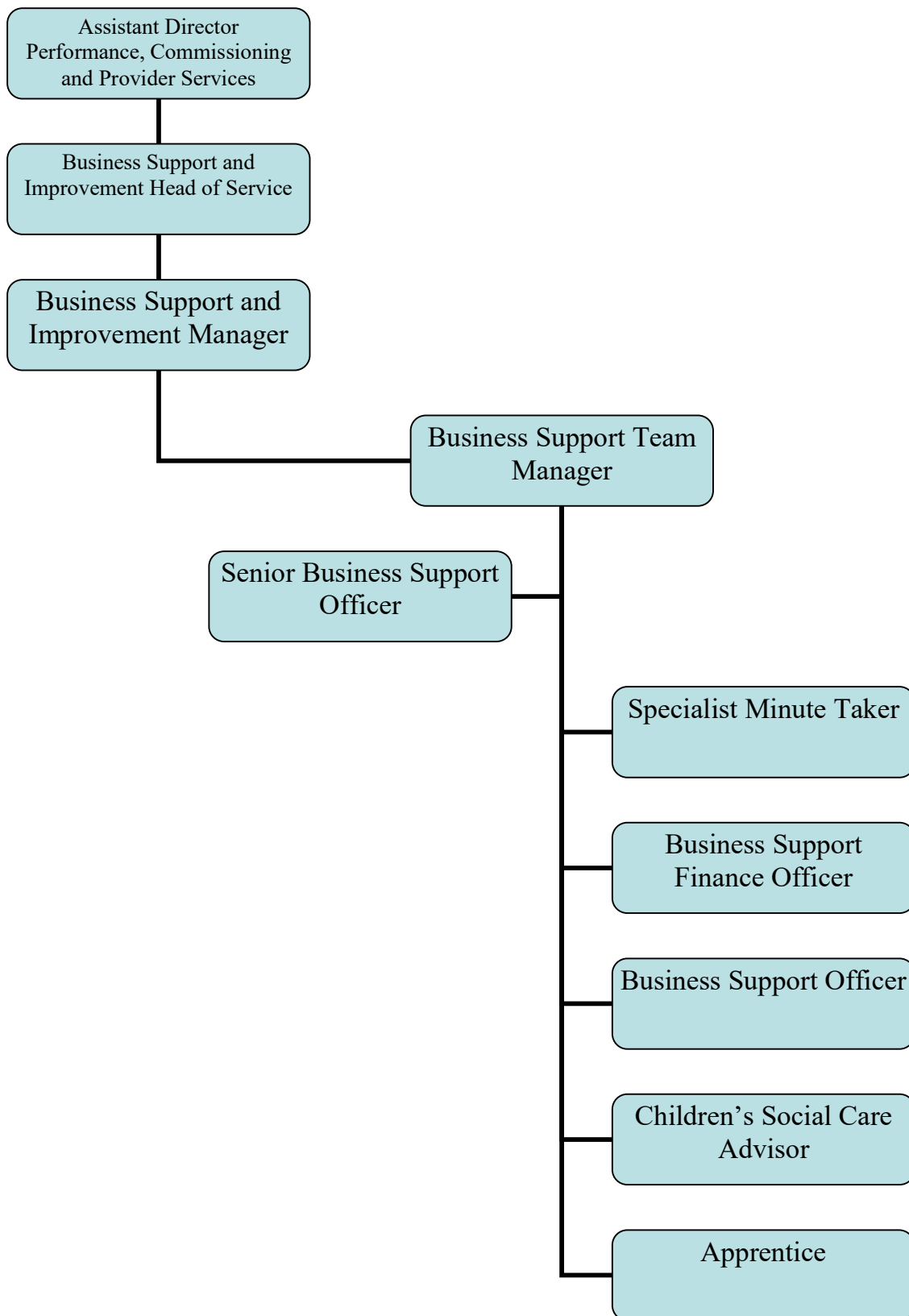
Work with senior management and leadership on both service-wide and corporate initiatives and programmes to change and improve internal procedures, responding to changes in Government Policy and/or to streamline processes to improve the efficiency of the service and to ensure that Council wide and service 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 Responsibilities of Post: Max 15

1. 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.
2. 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.
3. 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).
4. To provide formal performance management to business support staff and identify and address performance and/or conduct issues.
5. Ensure that work priorities and deadlines are met within established procedures and to pre determined timescales ensuring a good quality business support service.
6. 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.
7. 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.
8. 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.
9. 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
10. 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
11. Represent the Business and Improvement Support Service on working groups and at information sessions on wider service developments and projects.
12. 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.
13. Make frequent decisions using own judgement, generally but not always within established procedures and guidelines, regarding work priorities.
14. To undertake other duties commensurate to the nature and level of the post at initial place of work or any other venue

Structure



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
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public,(e.g. in children's centres) – where the person is able to demonstrate that they can during the interview: a) Can express themselves fluently and spontaneously , almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language	X
Carries out a variety of working practices, applies complex regulations, rules, procedures and processes and is able to oversee the performance of others to ensure application across a team.	X
Uses knowledge of health, safety and environmental policies, procedures and regulations including risks in own area of work and is able to identify and address health and safety issues on behalf of a team.	X
Uses a range of complex IT packages relating to own area of work and takes a lead on implementing changes and new procedures	X
Ability to adopt a process of continual improvement and suggest ways of working more efficiently and effectively to improve service delivery	X
Knows and understands how to use, interpret, handle and communicate information, and is able to analyse information from a range of sources to resolve problems and ensure compliance with statutory and internal procedures.	X
Able to support the business support team by assisting staff in working more effectively and efficiently together, and liaising with professionals to meet statutory deadlines and targets.	X
Able to identify and address performance and conduct issues.	X
Able to prioritise own workload and that of the business support team, delegating tasks and assisting the team in responding to conflicting and/or new priorities.	X
Able to provide day to day supervision of staff and provide guidance and support to assist them in meeting performance requirements.	X
Ability to use a range of information and financial systems and applications e.g. SAP, ControoC and Case management systems.	X

Relevant experience requirement: Will be used in shortlisting
A minimum of 3 years 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.
Relevant professional qualifications requirement: Will be used in shortlisting
NVQ Level 3 in Business Admin, or equivalent in a relevant subject, 'O' Level/GCSE English Grade A-C, or equivalent.

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 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: Claire Threplton
Date: June 2021

Grade Assessment
Date:

Post Grade: