

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Executive Director
Division:	ICT and Corporate Services
Post No & Job Title:	Business Support Team Leader
Grade:	Grade 7
Responsible to:	L75 – Business Support Manager
Responsible for:	Business Support Administrators LLPG and SNN Custodian Business Support Apprentices
Main purpose of the job:	To support multiple directorates to meet their strategic objectives. Working with Heads of Service, to understand their requirements and continuously adapt the Business Support Team's ways of working, to meet their needs. Working with the Business Support Manager to develop and implement innovative processes, procedures and techniques to ensure the continuous improvement and optimal performance of Business Support.

Accountabilities/Main Responsibilities

Managing Employees and Resources

1. To manage, support and guide a team, located across multiple sites, who provide technical, financial and administrative support across a wide range of diverse activities, within an agreed set of Service Level Agreements.
2. To participate in the recruitment and selection of the Business Support Team ensuring individuals are reviewed in line with the Council's probationary process.
3. To clearly define and set performance targets for the team ensuring high levels of performance are sustained through motivation, quality monitoring/observation and providing constructive feedback at regular intervals.
4. To be responsible for the correct handling of information coming into the Business Support Team in line with the Data Protection Act 2018, ensuring privacy of personal data and appropriate sharing of public information. Ensure any data breaches are investigated thoroughly with appropriate action taken.
5. To work with the Business Support Manager to develop creative and innovative solutions for service delivery by monitoring and analysing the use of resources and service provision to ensure continuous improvement and optimal performance of Business Support.
6. To manage and develop a training plan across the team to ensure business continuity and resilience by eradicating any single points of failure within the business support function.

7. To respond and resolve complex complaints from internal and external customers escalated from the Business Support Team.
8. To influence and develop the Business Support Team to create a climate where the participation of all members are encouraged and team members are supported to perform at their personal best and to be a role model for the Council's GREAT values,
9. To manage the LLPG & SNN Custodian to ensure the development and maintenance of the Local Land Property Gazetteer and all necessary duties of the Street Naming and Numbering function are delivered.
10. To manage the Business Systems Supervisor maintaining relevant support and being proactive in continuously improving the processes delivered by the service areas.
11. To manage and support the Business Support Apprentices to ensure continuous engagement with the apprenticeship provider and encouraging the completion of all tasks to the set deadline. This also includes attending and contributing to regular review meetings with the provider to monitor progress.

Operational

12. To attend account manager meetings with individual services areas and assist the Business Support Manager in regularly reviewing and monitoring the performance of the Service Level Agreements.
13. To have a comprehensive understanding of the requirements and processes of each service area.
14. To manage the corporate post and stock room including recharges.
15. Actively promote continuous improvement, encouraging ongoing evaluation and refinement of processes.
16. To proactively manage the distribution of resources within Business Support through the monitoring and analysis of incoming work volumes and productivity, ensuring optimum levels of productivity are achieved.
17. To assess and develop the use of the corporate systems to drive improved effectiveness and efficiency.
18. To be conversant with the divisions of responsibility within the Council and work in partnership with operational managers and Heads of Service ensuring the effective and efficient deployment of Business Support staff.
19. To maintain working procedures, equipment and corporate administrative systems as required.
20. To undertake regular audit checks to ensure data has been processed accurately, including within all systems used by the Business Support Team.
21. To work with the Business Support Manager to develop and monitor KPI's and MPI's to assess the performance of the Business Support Team against the Service Level Agreements.

22. To represent the Business Support Team at service area meetings and any other relevant working group.
23. To collate and present information to inform responses to complaints, FOI and Data Protection Subject Access requests ensuring statutory guidelines and timescales are met.
24. To be responsible for authorising purchase orders and use of a corporate credit card to pay for goods and services.
25. To manage and coach the Business Support Team, offering support and guidance as required and undertake a yearly appraisal, team meetings and formal one to ones.
26. To monitor sickness levels in line with the organisations Attendance Management Policy, ensuring all paperwork is completed and that sickness is monitored and managed proactively.
27. To be aware of and exercise personal and managerial responsibilities under Health and Safety legislation and local procedures.
28. Undertake tasks in the absence of the Business Support Manager to provide business continuity.
29. To carry out any other duties within the scope and grade of the post relating to the responsibilities of the Business Support Team.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of Business Support Team Leader but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.