

Job Description

Job title	Business Support Team Leader
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 4
Reports to	Business Manager

Main purpose of the job:

Deliver a robust and efficient administrative support function, liaising with Heads of Service to ensure the effective allocation and prioritisation of work in line with business requirements.

Oversee the administrative support team, providing guidance and support to enable staff to perform their duties successfully.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Lead the recruitment, supervision, training and appraisal of administrative support staff to ensure a high-quality, consistent and effective service is delivered across the team.

Monitor service quality and staff performance to ensure adequate cover is maintained and operational needs are met at all times.

Provide strategic oversight of the administrative support function to ensure the timely, accurate and efficient provision of information to the team.

Develop and maintain effective working relationships with Heads of Service to ensure administrative tasks are appropriately allocated, prioritised and aligned with business requirements.

Implement and maintain efficient administrative processes and systems to support continuous improvement and meet service delivery standards.

Ensure clear communication within the support team to promote understanding of priorities, deadlines and performance expectations.

Medway Council Job Profile

Support staff development by identifying training needs and promoting opportunities that enhance skills, capability and service delivery.

Oversee workload planning and resource allocation to ensure the administrative team can respond flexibly to changing demands.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Business Manager

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council Job Profile

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Working Style:

FIXED - The post holder will be permanently based at [insert location], although they may be expected to work at any location across Medway.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent
- A minimum of Level 3 in Business Administration or equivalent.

Level B (in addition to level A criteria)

- Working towards ILM 3 or equivalent in management.

Level C (in addition to levels A and B)

- ILM Level 3 in Management or equivalent
 - Evidence of ongoing continuous professional development
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Knowledge

Level A

- Possesses a detailed working knowledge of the General Data Protection Regulation (GDPR) and its importance in managing personal data and information sharing.
- Demonstrates a solid understanding of the policies and procedures relevant to their area of work.
- Demonstrates a good understanding of the Council's Record Retention Policy and Freedom of Information (FOI) protocols.

Level B (in addition to level A criteria)

- Holds an in-depth understanding of the service area they support.
- Holds an in-depth understanding of the relevant policies and legislation within their own area of work.
- Demonstrates a good understanding of the Council's induction process for new staff.
- Demonstrates a good working knowledge of the Council's financial procedures.
- Possesses detailed knowledge of Council systems to enable the provision of accurate management information.

Level C (in addition to levels A and B)

- Possesses expert working knowledge of the wider activities undertaken by the service.
 - Demonstrates knowledge of different learning styles.
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Experience

Level A

- Significant experience in delivering a comprehensive administrative and/or customer support service.
- Experience of coaching and supporting colleagues in their roles.
- Experience of providing general information, advice and guidance on internal finance-related procedures.
- Experience of analysing situations and considering alternative solutions, adapting to new ways of working when required.
- Experience of undertaking complex minute-taking and proactively tracking actions to ensure timely follow-up.
- Experience of handling confidential and sensitive data appropriately.

Medway Council Job Profile

Level B (in addition to level A criteria)

- Proven experience in leading a team and promoting quality and continuous improvement.
- Experience of building strong and productive working relationships with customers, colleagues, partners and staff groups, engaging others in a credible and persuasive manner.
- Experience of managing and resolving complex situations effectively.

Level C (in addition to levels A and B)

- Experience of responding to Freedom of Information (FOI) requests.
 - Experience of contributing to proposals aimed at achieving savings and/or increasing income.
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Skills

Level A

- Ability to use Microsoft Word, Excel, Teams and Outlook effectively.
- Ability to model high standards of professionalism and promote a culture of professional conduct.
- Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.
- Ability to provide meaningful feedback to staff to enhance performance and influence outcomes.
- Ability to recognise and reward excellence.
- Excellent organisational skills.
- Excellent interpersonal skills with a confident telephone manner and the ability to create a welcoming environment for members of the public, staff and stakeholders.
- Ability to work within defined procedures while also working independently, using initiative to manage situations and referring to a supervisor or line manager for unfamiliar or complex issues.
- Ability to demonstrate commitment to equality, diversity and inclusion.
- Ability and willingness to travel as required to meet the needs of the role.
- Ability to maintain confidentiality at all times.

Level B (in addition to level A criteria)

- Skilled in the use of specialist IT packages relevant to the service area.
- Ability to interpret data and prepare reports as required, demonstrating precision and efficiency.
- Ability to communicate in a way that is easily understood and tailored to the needs of the audience.
- Ability to confidently challenge and effectively manage conflicting priorities in the workplace.
Ability to plan ahead with consideration for medium-term needs.

Level C (in addition to levels A and B)

- Ability to use well-developed communication skills to present complex or sensitive information in an understandable way to a range of audiences.
- Ability to recognise own and others' learning styles.
- Ability to undertake work requiring imaginative solutions and responses, and to apply fresh and innovative thinking.
- Ability to use analytical skills to interpret complex information and situations.