

MEDWAY COUNCIL - JOB PROFILE

JOB TITLE	Business Support Team Leader
DIRECTORATE	People
SERVICE	Children's Services
RESPONSIBLE TO	Head of Service
GRADE	Range 4

MAIN PURPOSE OF JOB

To liaise with the Service Managers, Heads of Service and counterparts to understand the needs of the service areas to ensure work is allocated and prioritised effectively.

To line manage the business support team members to ensure an effective and efficient service is provided to the relevant service areas within Children's Services.

To devise and lead a programme of service improvements that achieve better service to external customers or clients; enhanced support to council service partners, and/or generate capacity through more efficient working.

To take a leading role with the Service Managers and counterparts in service planning and performance management, developing the service as a professional business support service, working with Business Support, Service Managers and counterparts.

To undertake project work, performance monitoring and review the quality of the service provision.

Establish and maintain effective systems for leave, sickness, and equipment inventory, health and safety audits.

To provide meeting support to Children's Services as required; arranging and minuting meetings and panels as required to ensure an accurate record of the meeting is produced within the required timescale.

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To have a strategic oversight to ensure that requests are dealt with in accordance with the required timescales for areas such as complaints, Freedom of Information requests, statutory requests for Looked After Children, prospective & current foster carers/adopters and housing enquiries. Where applicable, this may include overseeing building management ensuring health and safety requirements are met and maintained appropriately.

To work with the other Team Leaders and across the service to ensure peaks and troughs are managed and customer satisfaction is maintained. This will include liaising with the Team Managers to ensure key administrative support across the teams is maintained at all times.

To ensure health and safety requirements are met and maintained appropriately.

Manage the performance of the team, to ensure performance statistics are obtained, analysed and reviewed so that service provision is maximised.

To work closely with Service Managers, Heads of Service, counterparts and other departments to promote good practice and provide support during statutory Ofsted inspections and local deep dives/peer reviews.

To coordinate a quality assurance (QA) programme for Children's Social Care records at the direction of the Service Managers and Service Managers.

Maintain financial records for the service area ensuring financial data is accurate, up-to-date and in accordance with policies, procedures and financial regulations in liaison with the Service Managers. To include monthly reconciliation of finance systems, credit card accounts and budget forecasting.

KEY CORPORATE ACCOUNTABILITIES

To actively promote work life balance and flexible working in order to achieve high quality service delivery.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

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

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

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

ACCOUNTABILITIES TO CHILDREN AND YOUNG PEOPLE

The children and young people of Medway have said the following qualities are really important to them:

- ✓ Be a good listener
- ✓ Be non-judgemental
- ✓ Be consistent and Stable
- ✓ Be contactable
- ✓ Understand me
- ✓ Be honest
- ✓ Be Focused
- ✓ Be realistic
- ✓ Be a good timekeeper
- ✓ Be resourceful in your approach

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

PERSON SPECIFICATION

QUALIFICATIONS	Assessment Method
Good standard of education (GCSE A*- C) or equivalent in Maths and English	Application
NVQ 3 in Business Administration or equivalent	Application
KNOWLEDGE AND EXPERIENCE	
Ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions.	Application/Interview

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Demonstrable experience of providing a comprehensive administrative support service, across a range of services and/or individuals	Application/ Interview
Demonstrable experience of managing a team	Application/ Interview
Demonstrable experience of MS Office applications, case management system and their practical application	Application/ Interview
Demonstrable ability to analyse and interpret complex information and situations. Develops solutions and plans for the medium term.	Application/ Interview
SKILLS	Assessment Method
Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.	Application/ Interview
Demonstrable ability to work independently within defined procedures, and can work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.	Application/ Interview
PERSONAL QUALITIES	
Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and wellbeing of people.	Application/ Interview
Sets clear direction for, develops, manages and coaches productive, high performing teams covering more than one area of activity/in more than one work place.	Application
Interprets and provides guidance on external regulations relating to employees, adapts and interprets internal policies and procedures based on the needs of the service	Application
Has a shared responsibility for developing policies and procedures relating of employees, which have a significant impact on the organisation.	Application/ Interview
Accountable for small expenditures from an agreed budget or income, with supervision and/or provides general information, advice and guidance on internal procedures relating to finance.	Application/ Interview

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Commitment to equality and diversity, accepting differences and treating everyone fairly.	Application/ Interview
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Competencies (You will be assessed against the competencies below as part of the interview)

Factor	Level	Competency
Knowledge	4	Has predominantly practical and procedural knowledge across a technical or specialist area or an equivalent level of organisational procedural and policy knowledge
Mental Skills	3	Has analytical and judgemental or creative and developmental skills, where there is a need to interpret information or situations and to solve varied problems or develop solutions or plans over the short term.
Communication Skills	3	<p>Can either;</p> <ol style="list-style-type: none"> 1) Exercise interpersonal caring skills, in order to meet the basic welfare needs of clients, or 2) Exercise training or motivational skills in relation to other members of staff, or 3) Communicate orally or in writing varied information with a range of audiences, or 4) Effectively advise, guide, negotiate or persuade, or 5) Use a language other than English where there is a need to exchange straight forward information in that language.
Initiative and Independence	3	Work within recognised procedures which leaves some room for initiative. This may involve responding independently to unexpected problems and situations without necessarily referring to a supervisor/line manager. Will generally have access to a supervisor or manager for advice and guidance on unusual or difficult problems.
Responsibility for People	3	Carries out tasks which have considerable direct impact on the wellbeing of individuals or groups of people, including assessing needs and implementation of appropriate care/welfare for those reliant on the post holder for their basic needs or , implementing

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		regulations, which have a direct impact on the health, safety or wellbeing of people.
Responsibility for Supervision	3	Has considerable direct responsibility for the supervision, direction, co-ordination and training or development of other employees. This could involve the allocation of work to a small group or team, checking of work, and the direction of staff, including, where appropriate, on the job training.
Responsibility for Finance	2	Has some direct responsibility for financial resources, this can regularly involve either; <ol style="list-style-type: none"> 1) Handling of cash, or processing of cheques, invoices or equivalent, or 2) Accounting for considerable sums of money, where care and accuracy are important, or 3) Being accountable for small expenditures from an agreed budget or equivalent income.
Physical Skills	2	Is dexterous and has co-ordination or sensory skills, and can engage these skills where there is some demand for precision.
Physical Demands	2	Is able to work using: <p>some ongoing physical effort (for example, regular sitting in a constrained position, or standing or walking at a normal pace for long periods), or</p> <p>normally limited physical demand, but with periodic requirements for considerable physical effort (for example, lifting or carrying, pushing or pulling items of light to moderate weight, rubbing or scrubbing</p> <p>or working in an awkward position.)</p>
Mental Demands	4	Is able to apply general awareness and sensory attention with either; <ol style="list-style-type: none"> 1) lengthy periods of concentrated sensory attention, or 2) lengthy periods of enhanced mental attention, or 3) medium periods of concentrated mental attention, or 4) when there are considerable levels of work-

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		related pressure, for example, from deadlines, interruptions or conflicting demands
Emotional Demands	2	Can handle contacts with, or work for, people which through their circumstances or behaviour occasionally place emotional demands on the jobholder.
Responsibility of Physical Resources	4	<p>Will have high direct responsibility for physical resources, this will involve either;</p> <ol style="list-style-type: none"> 1) adaptation, development or design of significant information systems, or 2) adaptation, development or design of a wide range of equipment, land, buildings, other construction works or equivalent, or 3) security of a range of high value physical resources, or 4) ordering of a wide range of equipment and supplies, or 5) making a significant contribution to the adaptation, design or development of either large-scale information systems for use by others, or of a range of equipment, land, buildings, other construction works or equivalent.
Working Conditions	3	Will have considerable exposure to disagreeable, unpleasant or hazardous people related behaviour.

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ORGANISATION

(i) ORGANISATION CHART

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post will be managed by the Head of Service

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will be expected to work independently within defined procedures and can work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The postholder will be responsible for managing a number of support officer posts.

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The post holder will establish formal and informal links with partner agencies and colleagues within the council.

FINANCIAL ACCOUNTABILITIES

None; however must have the ability to make recommendations to managers about case issues with financial implications.

WORKING ENVIRONMENT

The post holder will be office based but may be expected to travel to other Council sites as and when required.

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