

Job Description

Job title	Business Support Team Leader
Directorate	PEOPLE : Children and Adults
Division	<Family Solutions
Range	MPR 4
Reports to	Service Manager

Main purpose of the job:

To provide a high quality effective and efficient administrative support service liaising with the Service Manager and hub managers to ensure work is allocated and prioritised effectively and the needs of the business are fully met.

To supervise a team of administrative support staff ensuring staff are supported to undertake their roles which includes managing reception areas across all 4 Children & Family Hubs.

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

Accountabilities and outcomes:

You will be responsible for the delivery of an efficient Business Support Team who are based across our 4 Children & Family Hubs, providing line management, supervision and co-ordination of administrative tasks ensuring all administration is compliant with established standards and formats

Lead on the recruitment, supervision, training and appraisal of support staff, including the monitoring of quality, ensuring there is adequate cover in order to provide an effective and effective administrative service.

Provide a strategic oversight comprehensive administrative support service to the team ensuring the efficient and timely provision of information.

Responsibilities you will have also includes building co-ordination across the various Children & Family Hubs and Well-being sites, maintain financial records and support with financial reviews in accordance with council policy and procedures

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.

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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 <Service 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.

Working Style:

FIXED - The post holder will be permanently based across all 4 Children & Family hubs t [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

- GCSE's in English and Maths (grades 4-9) or equivalent
- 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

- Detailed knowledge of GDPR legislation and best practice in relation to information sharing.
- A good understanding of policies and procedures in own area of work.
- A good understanding of the Council's Record Retention Policy and freedom of information protocols.

Level B (in addition to level A criteria)

- An in-depth knowledge of the service area in which you are supporting.
- An in-depth knowledge of relevant policy and legislation in own work area.
- A good understanding of the Council's Induction process for new staff.
- Knowledge of the Council's financial procedures
- Detailed knowledge of council systems in order to provide accurate management information.

Level C (in addition to levels A and B)

- Expert working knowledge of the broader activities of the service.
 - Knowledge of different learning styles.
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Experience

Level A

- Significant experience of providing a comprehensive administrative and/or customer support service.
- Experience of coaching/supporting others in their role.
- Experience of providing general information, advice and guidance on internal procedures relating to finance.
- Experience of analysing and considering alternative solutions, adapting to new ways of working where necessary.
- Experience of undertaking complex minute taking and taking a proactive approach to tracking actions.
- Experience of dealing with confidential and sensitive data

Level B (in addition to level A criteria)

- Proven experience in leading a team and promoting quality and continuous improvement

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- Experience of building sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible and persuasive way
- Experience of managing/resolving complex situations.

Level C (in addition to levels A and B)

- Experience of responding to Freedom of Information requests
 - Experience of contributing to proposals for achieving savings and/or increasing income.
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Skills

Level A

- Ability to use Microsoft Word, Excel, Teams and Outlook.
- Ability to model high levels of professionalism and promote a culture of professional standards.
- 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 and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.
- Ability to demonstrate commitment to equality, diversity and inclusion.
- Ability and willingness to travel in order to meet requirements 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 in which you are working.
- Ability to interpret data and prepare reports as required, demonstrating precision and speed.
- Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience.
- Ability to confidently challenge and effectively manage conflicting priorities in the workplace.
- Ability to plan ahead with some consideration for the medium term.

Level C (in addition to levels A and B)

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