

Job Description

Job Title	Business Support Team Manager
Directorate	Children and Young People's Service
Service Area	Children's Social Care
Grade	6
Competency Level	2
Salary	£34,314 - £38,626
Job Type	Hybrid
Location	City wide
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

To manage the Business administrative support function effectively across Children's Services. To work in partnership with all service area teams we support.

To develop the service to meet the needs of all its internal customers. To have a lead responsibility in an agreed area and to also carry out practitioner roles.

Directly Responsible For:

Business Support Officers

Directly Responsible To:

Service Manager

Main Areas of Responsibility:

- Responsible for the day to day management, leadership and development of business support staff
- To have responsibility for specific functions, project work in partnership with social care managers
- To ensure the effective performance of individuals and teams utilising the Performance Management Framework
- To be accountable for the recruitment, training and development of staff, and manage attendance, disciplinary, grievance and personnel matters related to the staff that they supervise
- To work as part of the Business Support management team to develop a high quality service and communication network to internal and external customers
- To develop the City Councils commitment to equal opportunities and promote non-discriminatory practises in all work undertaken
- To comply with all statutory requirements, standing Orders and Financial Regulations of the City Council
- To assist in the development and expansion of new technology and co-ordinate relevant training for business support staff and all other appropriate staff groups
- Control and monitor cash handling/bank accounts and related financial/budgetary systems using appropriate IT systems

- To develop and deliver team, training, business plans & personal plans within a performance management framework
- Work in partnership with operational managers and staff to improve data inputting and recording
- To deliver change and improvement in accordance with the priorities of the services/teams that Business Support staff support
- Responsibility for all file share requests from external requestors to view files/ records for safeguarding reasons
- Responsibility to approve petty cash, travel and food vouchers on Children's Liquid Logic
- Identified Children's Services approvers/ administrators for the council's preferred supplier of interpretation and translation services
- Management responsibility for the administration and recording of panels, including updating trackers required for Cabinet Members and statutory national statistics / reports
- To comply with information governance requirements at all times in accordance with the principles of the Freedom of information Act and the Data Protection Act
- To assist in the development and expansion of new technology and be prepared to undertake training and professional development as appropriate
- To carry out any other tasks reasonably required of the post holder

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This post is a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A relevant management qualification or a commitment to gaining a relevant management qualification within 2 years of taking up post (A/I)

Experience

Essential

- Substantial management experience in a Business Support setting within Social Care, or similar environment supervising or managing staff performance and workload (A/I)
- An understanding of information governance and security issues related to data protection, freedom of information (A/I)
- Experience in the delivery of IT solutions (A/I)
- Experience of managing finance transactions and budgets (A/I)

Desirable

- Experience of working with internal/partner agencies to promote service delivery

Skills/Abilities

Essential

- Ability to manage performance at a team and individual level and challenge poor performance effectively (A/I)
- Ability to prioritise effectively and meet deadlines (A/I)

Desirable

- Good organisational and time management skills
- Ability to contribute to service /team plans that focus on continuous improvement
- Ability to produce and present accurate, clear concise reports and management information orally and in writing
- Demonstrate ability to understand management responsibilities and develop as a manager and leader
- Demonstrate skills in negotiation and motivation
- Ability to work with minimum supervision, a conscientious attitude, willing to learn new skills, be prepared to question and seek continuous improvement

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Practising and promoting equality or opportunity and non- discriminatory practice

- Provide a quality service to meet the needs of all services the applicant supports
- Commitment to Best Practice and to participate in the development of the team.