**JOB DESCRIPTION**

**POST:** Business Support Manager

**DIRECTORATE:** People

**DEPARTMENT:** Community Development

**LOCATION:**

**REPORTS TO:** Head of Community Development

**SALARY:** PO6 £42,683 - £45,591 per annum (subject to review)

**HOURS:** 37 per week

**DURATION:** Permanent

*All employees are expected to model the Customer care behaviours of “Serve Passionately, Engage Positively and Deliver Consistently”.*

**JOB PURPOSE:**

To assist the Head of Community Development to professionally maintain the delivery of high quality functions in line with Council’s policies and procedures including:

* Financial Assistance (FAP)
* Financial Planning
* Business Planning
* Community Planning
* Community Engagement (Officers and staff within the remit of the post)
* Service Improvement & Information Management
* Systems Development
* Policy and Research
* Customer Service & training
* Communications
* Marketing and Engagement
* FOI and Data Protection
* Safeguarding
* Department Administration

The post holder will support transformational change within the Service, ensuring and implementing integration of service functions and responsibilities in line with Council’s vision and the Corporate Plan. They will be responsible for the management, embedding, delivery and continuous improvement of high quality services that meet the needs of our customers/users, adopting the “Improving Quality of Life” approach which underpins the ethos of the Department and in line with best practice.

The post holder will be expected to make a significant contribution to the strategic vision, direction, development and management of the Department. This will include setting and achieving key outcomes and targets, as well as ensuring an outward-facing and future focus, in particular ensuring the service delivers on the Council’s Community Plan (Safe and Welcoming Community) and the Health and Wellbeing Agenda. A key aspect of this post is to ensure delivery of these aspects of the Community Plan across the Community Development Department, where appropriate.

The post holder will represent Council with a range of external agencies in creating, enhancing and promoting opportunities to improve the quality of life of the most socially-excluded residents of the Borough and creating links to broaden the reach and effectiveness of the Department.

The post holder will be required to work collaboratively and proactively foster and maintain effective relationships and partnerships with a wide range of internal and external stakeholders including other officers within and across departments, elected members, external organisations and local citizens to advance Corporate and Departmental agendas.

**MAIN DUTIES AND RESPONSIBILITIES**

1. Develop an annual Business Plan for the service area, including measurable objectives and financial targets linked to the Department’s Business Plan. Support the Head of Department in the development of the Department’s Business Unit and Performance Improvements Plans, implementing work programmes and managing staff performance.
2. Contribute to the development and implementation of the Department’s Business Plan objectives, Council’s Community Plan and undertake research to establish needs and priorities to inform existing and develop policy, ensuring best practice in service provision.
3. Strategically manage and ensure the successful delivery of Council-funded Financial Assistance Programme (FAP).
4. Promote linkages across the Department to the Community Plan, championing innovative engagement techniques aimed at developing appropriate engagement tools in line with Council’s Engagement Strategy.
5. Encourage staff, within the remit of the post, to actively engage with service users to determine user needs and act as a sign- posting resource to other Council services and facilities.
6. Identify and respond to changes in customer needs through monitoring and evaluation of activities. Contribute to the improvement of the Health & Wellbeing and Safe & Welcoming Communities strands of the Community Plan.
7. Manage and develop staff to ensure that they and any employees for which they are responsible:

* Promote a “One Council” approach;
* Effectively manage their teams, positively contributing to wellbeing and high levels of employee engagement;
* Implement and review appropriate training and development programmes for employees to ensure sufficient skills, capacity and knowledge within the service.
* Operate within Council policies and procedures;
* Deliver services in the most efficient and equitable manner and in accordance with Council governance and financial regulations;
* Efficiently and effectively manage available resources;
* Deliver their agreed targets;
* Work in a corporate and collaborative way with other services and departments.

1. Prepare budget estimates for the Annual Rates Review Process and prepare, manage, monitor and implement budgets and the processing of funding from external bodies,ensuring compliance with Council policies and financial regulations.
2. Manage, develop and maintain effective information systems, processes and procedures for collecting, analysing and sharing data, enabling more effective decision-making and joint working across the Department in support of continuous improvements in service planning and delivery.
3. Ensure that all service functions are managed to the highest quality, against agreed performance targets, such as user satisfaction and budget efficiencies.
4. Organise Customer Service training across the Department as appropriate.
5. Manage and ensure that adequate and appropriate administration support is in place for the Department.
6. Develop and oversee the implementation of an innovative and comprehensive internal and external communications plan.
7. Take responsibility for the management of risk associated with service delivery. Ensure that the health and safety and safeguarding of employees and service users is paramount. Ensure that Council’s policies, procedures and guidance are adhered to i.e. risk assessments, event management plans and safeguarding measures, etc.
8. Liaise with relevant departments including Estates and Assets Management and Finance Departments in the delivery of capital spend for the Department.
9. Prepare and evaluate tender specification and contract documentation in collaboration with the Procurement Department and any other relevant departments.
10. Consult with and provide information and advice to elected members and respond to their queries in a professional and timely manner.
11. Take overall responsibility, within the Service area, for providing timely, objective and professional advice across the functions on all relevant issues and the effective management and resolution of stakeholder queries and complaints, Freedom of information and other information requests.
12. Research and compile statistical information, reports and documents as required for Department, Council and central government.
13. Develop and maintain effective internal and external linkages, relationships and partnerships which support the work of the Department to drive organisational capability and build a culture of service excellence, high performance, innovation, imagination, loyalty and collaboration.
14. Prepare committee and other reports, attend and present at Council committee and other meetings and workshops as required.
15. Explore opportunities for regional, national and international awards for the work of the Department.
16. Represent the Head of Department, within their area of responsibility, internally and with external organisations as appropriate.
17. Undertake any other relevant duties that may be required and are commensurate with the nature of the grade of the post.