# Central Services

## Business Support Service

### JOB DESCRIPTION

**POST:** Business Support Manager  
**GRADE:** Grade: Band 12  
**RESPONSIBLE TO:** A Head of Business Support  
**STAFF MANAGED:** Team Leaders. In some instance, a Business Support Manager may directly manage Business Support Administrator Levels 1 - 3, Business Support Officers and Leadership Support Levels 1 and 2  

**POST REF:**  
**JOB FAMILY:**  
**DRAFT AT THIS STAGE:**

**JOB PURPOSE:** The core focus of this post is to agree and deliver a comprehensive and cost effective business support service for one or more operational services.

**JOB CONTEXT:** The post-holder will manage one or more teams in the Business Support Service, either shared service teams providing services across NYCC or Business Support teams providing support to, or in some cases delivering, a specific Directorate operational function. Business Support Team Leaders will report directly to a Head of Business Support. They may have a dotted reporting line to a senior manager in the operational service that they are supporting. Staff managed are likely to be geographically and functionally dispersed across different teams.

**ACCOUNTABILITIES / MAIN RESPONSIBILITIES**

**Operational**
- To negotiate and agree the level of business support to be provided with operational managers to meet operational needs within the resources available.
- Personally and through team members to deliver the targets set down in the service and team plans.
- To resolve any service delivery issues within available resources.
- To improve the performance of staff under his/her line management by maintaining communication with staff and providing the appropriate support and guidance.
- To monitor and improve customer satisfaction levels for his/her service.
- To contribute to the review of Business Support to ensure that the service continues to be efficient and effective and takes into account changing service levels, priorities, policy changes and technological developments.
- To deploy and manage assigned budgets and to take corrective action where appropriate in liaison with their line manager.
- To build positive relationships with other staff and colleagues.
- To inform their line manager of any changes in the operational environment including customer satisfaction issues.
- To define, agree and deliver business support services within an identified division meeting the individual needs of the operational services covered.
<table>
<thead>
<tr>
<th>Role Description</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| **Business Support Manager** | - To ensure that the levels of business support are within corporate parameters  
- To ensure that quality assurance process are in place and being implemented  
- To manage fluctuations in demand within the resources available including responding to emergencies. This will require managing and resolving conflicting operational needs  
- To resolve complex and contentious issues to ensure effective business support is maintained  
- To ensure that corporate initiatives are implemented using business support staff as change agents  
- To report on the provision of business support services provided by their teams including performance against targets and recommendations for improvement. |
| **Managing Staff and Resources** | - To be responsible for the management, and development of staff in the Team. To ensure they are clear about what is expected of them, and are kept informed about their performance, through appropriate supervision arrangements and appraisal;  
- To manage the recruitment and induction of new staff in their teams.  
- To be actively involved in one to one and/or group training/familiarisation sessions to ensure engagement and commitment to new ways of working and expectations, and adherence to agreed standards for tasks and targets;  
- To be responsible for identifying and informing Head of Business Support Shared Services of skills needed within their staff groups to support new ways of working.  
- To promote a strong customer focus within the service and the organisation as a whole. |
| **Data Protection** | - To comply with the County Council’s policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality. |
| **Health and Safety** | - Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure.  
- To work with colleagues and others to maintain health, safety and welfare within the working environment. |
| **Equalities** | - We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities.  
- Within own area of responsibility work in accordance with the aims of the Equality Policy Statement. |
| **Flexibility** | - North Yorkshire County Council provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with County Council Policies and Procedures. |
| **Customer Service** | - The County Council requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, |
Business Support Manager

- respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment.
- The County Council requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values.

Date of Issue:

Career Progression:
For posts that are within a career structure, criteria to move between pay bands needs to be made clear in the job description.

Structure:
## PERSON SPECIFICATION

**JOB TITLE: Business Support Manager**

<table>
<thead>
<tr>
<th>Essential upon appointment</th>
<th>Desirable on appointment (if not attained, development may be provided for successful candidate)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Knowledge</strong></td>
<td></td>
</tr>
<tr>
<td>• Knowledge of relevant NYCC policies and procedures including those relating to safeguarding, data protection and confidentiality.</td>
<td>• Knowledge of working to statutory and legislative standards relevant to the position.</td>
</tr>
<tr>
<td>• Knowledge of the principles and practices of effective people management, excellent customer service, appropriate risk management and budget management.</td>
<td>• Knowledge and understanding of the main issues affecting the service area relevant to the position.</td>
</tr>
<tr>
<td><strong>Experience</strong></td>
<td></td>
</tr>
<tr>
<td>• Significant experience of delivery business support services including experience of planning and designing services</td>
<td></td>
</tr>
<tr>
<td>• Experience of planning and organising team work or co-ordinating complex activities to meet fluctuations in demand</td>
<td></td>
</tr>
<tr>
<td>• Experience of developing and delivering high level business plans</td>
<td></td>
</tr>
<tr>
<td>• Experience of developing, assessing and negotiating service levels</td>
<td></td>
</tr>
<tr>
<td>• Experience of managing and motivating a dispersed staff group</td>
<td></td>
</tr>
<tr>
<td>• Experience of developing and implementing quality assurance systems</td>
<td></td>
</tr>
<tr>
<td>• Experience of resolving complex operational issues through applying knowledge of systems, processes and operating context</td>
<td></td>
</tr>
<tr>
<td>• Experience of effectively managing competing demands for services</td>
<td></td>
</tr>
<tr>
<td><strong>Occupational Skills</strong></td>
<td></td>
</tr>
<tr>
<td>• Ability to make decisions within own area of responsibility</td>
<td></td>
</tr>
<tr>
<td>• Ability to confidently use persuasion, influencing or negotiating techniques to influence others in a range of situation.</td>
<td></td>
</tr>
<tr>
<td>• Ability to identify possible causes of problems and implement solutions to minimise future occurrence.</td>
<td></td>
</tr>
<tr>
<td>• Ability to co-ordinate, monitor and review the use of financial information</td>
<td></td>
</tr>
<tr>
<td>• Ability to effectively identify workable solutions</td>
<td></td>
</tr>
<tr>
<td>• Ability to effectively cope with conflicting and complex demands</td>
<td></td>
</tr>
<tr>
<td>• Ability to prioritise workload</td>
<td></td>
</tr>
<tr>
<td>• Ability to communicate effectively in writing to produce documents in a</td>
<td></td>
</tr>
<tr>
<td>Essential upon appointment</td>
<td>Desirable on appointment (if not attained, development may be provided for successful candidate)</td>
</tr>
<tr>
<td>----------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>range of formats to suit a range of audiences</td>
<td></td>
</tr>
</tbody>
</table>

**Qualifications**
- Management or Business Qualification to NVQ Level 4/BTEC/HNC level or equivalent work based experience
- Evidence of ongoing commitment to CPD

**Other Requirements**
- Able to attend occasional meetings outside of normal business hours
- Ability to travel across the County.

**Behaviours**

**One Council**
You work with your team to ensure they understand the One Council vision and its principles.

You ensure that staff understand their individual contribution and that of the team to delivering the council’s objectives and outcomes for customers. You empower staff to respond flexibly to the needs of customers, to secure the best outcomes using innovative means of delivery. You identify opportunities to reduce the costs of service delivery, whilst improving the customer experience and ensuring service excellence.

You demonstrate visible and effective leadership and communication. You promote a strong focus on performance at individual, team and council level and ensure that staff are clear about what is expected of them, priorities and service standards. You use flexible working arrangements to maximise available resources and meet customer needs. You ensure that staff are well motivated, well trained and empowered to be responsive to customer needs. You support staff to improve, innovate and share best practice. You encourage and enable your team(s) to standardise, simplify and share working practices and resources with a focus on delivering better customer outcomes and reducing costs.

You promote the use of self service options for staff and customers whenever possible.

**Effective Performance** (Level 3)
In line with your Service Plan you actively lead and manage the quality of service provision whilst monitoring a budget. You make it clear to the team you manage that a high level of work is expected from all. You continuously manage improvements to services in your area of responsibility to achieve positive outcomes. You encourage innovation and share knowledge about how improvements can be made across the organisation.

**Keeping it Professional** (Level 3)
You effectively lead and manage others to ensure they operate within the legal, regulatory, ethical and social requirements. You interpret new
guidelines and legislation, you ensure others are effectively informed of them and ensure the new guidelines are integrated into your team’s/area’s working practices.

**Working Together** (Level 3)
You manage a team approach to partnership working, internally and/or externally to ensure effective service delivery is taking place. You actively demonstrate commitment to working, engaging and communicating constructively with partners and other stakeholders. You enable partners to work collaboratively including developing joint working arrangements and reviewing their effectiveness.

**Community and Customer Focus** (Level 3)
You understand the groups of customers you are responsible for, including the communities that you support. You show an active commitment to providing and commissioning services that reflect customer needs. To achieve this you lead and manage effective communication that promotes positive outcomes for people.

**Know and develop yourself and others** (Level 3)
You manage and develop yourself and your workforce. You act as a role model for staff in your area of responsibility by visibly demonstrating your commitment to personal development for all staff and actively support a learning culture within the area you manage. You evaluate learning and development activities in terms of impact on individual, team and service performance. You are knowledgeable about the current best practice requirements for your area and ensure these are integrated within your work and the work of others you are responsible for.

**Managing Change** (Level 3)
You develop strategies to achieve required changes and provide a lead to implementing and embedding change across your area of responsibility. You view change positively and communicate this attitude, and the need for change, to others. You involve and consult with staff when planning change. You actively seek to continuously improve the services in your area of responsibility to achieve positive service outcomes.

**Inspiring Others** (Level 3)
You provide positive and enthusiastic direction to people to enable, inspire, motivate and support them to achieve the organisational objectives. You create the conditions for others to excel. You encourage others to bring forward ideas that could potentially improve service outcomes.

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.