

BUSINESS SUPPORT LEAD OFFICER

Reference No.	G015.02	Type	Generic
Service	Business Support		
Job Family	Professional 2	Grade	FC8

Purpose

To assist the Team Manager with the operational management and development of team/groups of business support employees delivering coordinated business support to meet operational service delivery objectives.

Act as the lead professional across a designated area, supporting the business support service, operational service area and partners across Services.

Implement and monitor business support systems, processes and procedures for a designated area which meet key priorities, service delivery outcomes and performance reporting requirements.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Leading and managing designated teams and functions of Business Support, including allocating and scheduling work activities, setting targets and allocating resources to meet service delivery objectives.	Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent Educated to SCQF level 9 which includes a Degree or equivalent	✓	✓

Role Profile

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Acting as a Lead in one or more of the following specialist functions: <ul style="list-style-type: none"> • Information Management and Governance • Democratic Services and Management Support • CLD Support • Education and Children’s Services • ERP • Health and Social Care Fife Wide, East or West • Criminal Justice • Children and Families • Costing & Billing • Scheduling • Localities • QA Compliance/Service Improvement (Business Support) 	Experience and knowledge in one of the relevant functional areas (Deliver results - See ‘How We Work Matters’ Framework)	✓	
Providing professional Business Support management, guidance, advice and support to designated teams, including, coaching, managing attendance and managing performance and promoting knowledge sharing across teams while delivering leadership through behaviours.	Experience of supporting staff development Supervisory skills	✓ ✓	
Assisting the manager to realise the full potential of employees. Ensuring high standards of service delivery and effective use of resources.	Experience in the application and deployment of people management policies, practices and procedures (Take ownership)	✓	
Supporting the manager to continually review, improve, develop and implement changes to operational processes in line with changing objectives and resources, including use of mobile technology.	Experience of effectively managing and implementing change, supporting individuals and teams as required		✓
Ensuring the Health and Safety of employees working in buildings across Fife.	Understanding and experience of Health and Safety	✓	

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Ensuring that high quality customer focussed services are delivered in an effective and efficient manner.	Customer service skills (Focus on customers)	✓	
Contributing to the development of strategies and practices which support the Service's aims and values, all in accordance with appropriate policies and guidance.	Ability to think strategically with experience of translating strategy into deliverable plans		✓
Providing direct business support and advice to Services to meet their service delivery objectives, leading the development of plans and activities within the functional area. Informing Services about business support objectives relevant to them and implementing changes smoothly and corroboratively.	Ability to provide a regular and effective service	✓	
Contributing to the development, implementation and monitoring of business support systems, processes and procedures for the functional area which meet Service and corporate policy, procedures, aims and values, supporting service delivery outcomes and performance reporting needs. Monitoring performance against outcomes, reporting progress and recommending actions to enhance performance.	Broad understanding and knowledge of effective medium and long term strategies to deliver organisational goals IT skills in relevant software packages including MS Office (Embrace technology and information) Ability to use corporate systems and manager self service	✓ ✓	✓
Balancing conflicting operational and support demands and priorities, seeking advice from the Manager to confirm priority work and risks. Managing the competing priorities in negotiation with other Business Support teams and corporate partners.	Experience of working with minimum supervision in an environment of change and challenge, demonstrating resilience and flexibility with competing demands	✓	
Representing Business Support and, where appropriate, the business support needs of Services, at a range of internal meetings.	Ability to attend meetings throughout Fife as required	✓	

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Maintaining knowledge and awareness of the impact of legislation practice and regulation which impact on the functional area.	Knowledge of relevant policies, legislation, processes, frameworks, standards, procedures and systems		✓
Providing and presenting reports, guidance and analysis within the functional remit for management, with a particular focus on systems, processes and procedures to deliver service delivery outcomes and performance reporting for a range of mainly internal audiences.	Presentation skills Report writing skills	✓	✓
Building strong relationships with colleagues and partners across Services so that work is integrated with and supports other relevant work in the Council Implementing opportunities to work more effectively with customers.	Experience of participation in effective cross service or multi-agency, collaborative working (Work together)		✓
Taking a lead role in project and service improvement activity across a designated area in support of service delivery objectives. Contributing to Service and corporate projects and task groups.	Project management skills		✓
Contributing to the financial management of Business Support and assist with the monitoring of budgets as required.	Problem solving skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> Take Ownership Focus on Customers Work Together Embrace Technology & Information Deliver Results