

## BUSINESS SUPPORT MANAGER

Reference No.	G081.01	Type	Generic
Service	Business Support		
Job Family	Team Manager 3	Grade	FC10

### Purpose

Leading, managing and developing complex multi purpose and specialist Business Support Teams.

Ensuring the delivery of a consistent, professional, high quality and customer focussed service which promotes and implements the Council's aims and values.

Responsible for a number of direct reports at Lead Officer level and a flexible number of staff depending on the workload within the specific area of responsibility.

Leading on a specialist Business Support area at Directorate level.

Contributing to the development of policy and designing strategies to deliver services for customers and managing strategic partnership relationships with Services or a Directorate.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Leading, managing and developing complex, multi-purpose and specialist Business Support Teams.

Leading on specialist Business Support areas, strategically and operationally, making sure that strategies and priorities are set, service levels are maintained and improved and that customer needs are met while delivering agreed outcomes. Ensuring a co-ordinated business focussed approach to service delivery.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**   **D**

Considerable people and resource management experience within allocated budgets

✓

Ability to think strategically with experience of translating strategy into deliverable plans (Deliver results – See 'How We Work Matters' Framework)

✓

# Role Profile

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Acting as a strategic lead for one or more of the following Directorate/specialist functions: <ul style="list-style-type: none"> <li>• Education and Children’s Services</li> <li>• Health and Social Care</li> <li>• Enterprise and Environment</li> <li>• Communities</li> <li>• Finance and Corporate Services</li> </ul>	Educated to SCQF level 9 which includes a Degree level or equivalent supporting professional qualification	✓	
Acting as a Business Partner by leading a co-ordinated service-focussed approach to the provision of Business Support while planning, delivering and maximising the efficient and effective use of physical, financial, information and staff resources available.	Ability to develop and deliver a professional, efficient and high quality Business Support service	✓	
Engaging, supporting and challenging Services on continuous improvement of the Business Support function through a clear focus on performance management, ensuring that the support functions of Business Support are managed within the relevant budgets and to service levels required by the Council.	Customer service skills (Focus on customers)	✓	
Shaping service management and professional forward planning, delivering performance outcomes that meet the key priorities set out in the Council Plan, Revenue and Shared Services Improvement Plan, Service Level Agreements and relevant national and Local strategies.	Substantial understanding of the diverse and complex nature of local authority or large organisation		✓
Assessing and managing Business Support risks, impacts and opportunities in support of customer outcomes. Aiming to balance the conflicting political/customer demands for service support provision within the resources available.	Problem solving skills  Experience of deploying risk management strategies	✓  ✓	

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Leading a performance management culture that drives continuous improvement and best value across Business Support and partner Services.	Performance management skills	✓	
Providing professional Business Support leadership, guidance, advice and support to a range of complex multipurpose and specialist teams through personal and team development, coaching, managing attendance, performance and conducting and promoting knowledge sharing across teams while delivering leadership through behaviours.	Experience of supporting staff development  Ability to use corporate systems and manager self service	✓  ✓	
Ensuring Council policies, initiatives and services are communicated and targeted effectively and that the corporate Council's image is managed and monitored effectively.	Experience in the application and deployment of people management policies, practices and procedures	✓	
Ensuring the Health and Safety of employees working in buildings across Fife.	Understanding and experience of Health and Safety	✓	
Controlling the relevant budgets for the area of responsibility.			
Managing and contributing to cross Service projects ensuring delivery of corporate priorities and major changes arising from budget savings and service plans.	Project management skills (Take ownership)  IT skills in relevant software packages including MS Office	✓  ✓	
Supporting the modernising agenda by engaging and developing e-business solutions. Developing support technology with the relevant parts of the Shared Service. Recognising opportunities for the use of technology.	Experience of optimising technology for continuous improvement (Embrace technology and information)	✓	
Building strong relationships with colleagues and partners so that work is integrated with and supports other relevant work in the Council and wider community. Developing and implementing opportunities to work more effectively with customers.	Partnership working skills		✓
Developing and implementing effective means of communication and problem solving ensuring that the results are analysed and applied to promote and maintain high standards of service delivery.			

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Representing Business Support at appropriate internal and external meetings.	Ability to attend meetings throughout Fife as required	✓	
Producing reports and delivering presentations, including strategic and policy reports, for a variety of professional and customer audiences at internal and external meetings.	Presentation skills	✓	
Ensuring compliance with statutory, regulatory and governance requirements, reporting to corporate groups and senior managers including Heads of Service and Executive Directors eg financial administration, information management.	Report writing skills	✓	
Ensuring compliance with statutory, regulatory and governance requirements, reporting to corporate groups and senior managers including Heads of Service and Executive Directors eg financial administration, information management.	Experience of participating in effective cross service or multi-agency, collaborative working (Work together)	✓	
Contributing to the wider development of Business Support, Revenues and Shared Services Directorate as a member of the Business Support Management team and the Finance & Corporate Services Extended Management Team.	Ability to provide a regular and effective service	✓	
Developing, leading and implementing a variety of strategic and operational change initiatives in response to changing business needs and resource levels. Leading elements of redesign and Managing Change planned for Business Support.	Experience effectively managing and implementing change, supporting individuals and teams as required	✓	
Fostering the development and maintenance of good employee relations in partnership with staff and trade unions etc. through informal and formal processes of communication, consultation and involvement.	Experience of working with Trade Unions	✓	
Networking with public and private sector organisations to ensure Business Support shares and benefits from best practice.	Understanding of the external environment for local government and experience in planning for proposed legislation and developments		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

# Role Profile

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				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" 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"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

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"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>