



Business Support Team Manager

Salary range SCP 30-33 | Kingston and Richmond |

About the service

Business Support is a central, fluid and flexible service providing support to critical activities that take place on a daily basis to enable the business to function and services to be delivered. A key driver for the Business Support service is to deliver robust, resilient and efficient administrative support through the seven Business Support Teams which meet client expectations. There are eight Business Support Teams who provide a shared support service to executives, managers and professional teams across AfC in Kingston and Richmond, working together using common processes and digital practices to meet the business needs of AfC and deliverables outlined in the Service Level Agreements (SLA). A support service that is modern, agile and slick.

About the role

The Business Support Team Manager is responsible for managing Business Support staff within a defined service specific team. The postholder will need to organise and prioritise business support workload according to the needs of the service they support(customer), ensuring that work is completed on time and to the standards stated in the agreed Service Level Agreement (SLA). Managing the performance and development of Business Support staff is a fundamental part of this role alongside the perpetual focus on improving and implementing new systems and processes.

Reporting to the Head of Business Support & Digital Transformation, Business Support Team Managers are responsible for ensuring high-quality administrative support is provided to their support service area. Business Support Team Managers are expected to work closely with one another in ensuring the service as a whole is flexible and agile whilst providing a professional high-performing administrative service. Business Support Team Managers will also be required to be involved in organisational and service-specific projects with particular focus on back-office process improvements using digital technologies.

Business Support Team Managers will have line management responsibility of between five to nine fte and will have responsibility for the following roles depending on the team they manage: Personal Assistants, Business Support Officers, Coordinator Assistants, Business Support Apprentices

About you: our role specification

Qualifications

- Educated to a degree level and a relevant professional qualification, such as leadership and management at diploma level 3.

Skills and experience

- Management and leadership experience of working in a business support capacity managing a multi-discipline team of support staff.
- Fantastic customer service and stakeholder relationship management experience - interacting with senior leaders and external stakeholders providing knowledgeable service specific information.
- An articulate communicator who is able to negotiate win-wins under pressure and make justifiable arguments using diplomatic language.
- Wide ranging project management experience of improving service delivery through the development and implementation of systems or new processes
- Strong experience of managing or supervising staff, including experience of meeting personal and team objectives through effective HR driven performance management techniques and continuous development of staff.
- Profound understanding of managing staffing resources and office supplies & services budget management.
- A brilliant organiser who is able to manage shifting team priorities to meet deadlines
- Excellent analytical skills with the ability to present management information in a methodical and understandable manner.
- A sound expert in data governance understanding the importance of protecting data in day to day business operations.
- Experience of addressing specific equality or diversity issues within your practice with colleagues/service users and taking action to solve them.

Personal attributes

- A passion for Achieving for Children's vision, mission and values (trust, empower, respect) to support children and young people to live safe, happy, healthy and successful lives.
- Able to use a range of digital hardware or software and be digitally literate to support your work effectively i.e. Microsoft or Google software.
- Strong organisational abilities including: time management, creative-thinking, problem-solving and multitasking.
- Able to work flexibly and independently with limited management oversight.
- Personal determination, drive, energy and ambition to overcome obstacles, achieve challenging objectives, celebrate success and deliver excellent outcomes for children.
- Commitment to resource-sharing and collaborative working within Achieving for Children.

**The post holder will be expected to undertake other duties commensurate with the grade of the post, including deputising or working flexibly across the week to meet the business demands. This job profile is provided for guidance only.*

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