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| |  | | --- | |  | | **Business Support Team Leader**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/> |   green band epsStockport Council  **Job Description** | |
| Post Title: Business Support Team Leader  **Service Area: Neighbourhood & Satellite Hub – Active Recovery Team**  **Directorate: Corporate and Support Services (CSS)**  **Team: Deployed as appropriate** | Salary Grade: Scale 6 |
| **Post Reports to: Line Manager**  **Post Responsible for: CSS Business Support Officers/Assistants** | |
| **Main Purpose of the Job:**  As a Business Support Team Leader, you will support the delivery of services offered by Corporate and Support Services Directorate supporting others below your grade. You will provide:   * Operational support to the delivery of activity according to office manuals (procedures/practice) * Management responsibility for CSS Business Support Officers informing deployment - allocating, instructing and directing daily workload of the Hub * On the ground business process re-engineering to ensure efficiencies i.e. hub process improvements * Technical expertise and specialist knowledge regarding complex transactions * Accountability for delivery of high-risk activity * Oversees the production of invoices and payment of invoices received according to Council policy | |
| **Summary of responsibilities and key areas:**  To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.   1. **Problem Solving/Creativity/maintaining standards**  * Responds to issues requiring a broad understanding of work-area policies and procedures. * Resolves complex problems in a thorough and timely manner; use discretion and know who to go to in order to resolve issues and complete tasks. * Take an appropriate level of accountability in the delivery of services offered by Corporate and Support Services Directorate * Regular analysis and interpretation of a variety of situations to determine the most appropriate course of an action, applying an appropriate approach based on experience and procedure. * Through information gathering and analysis, identifies problems and develops solutions to complex problems. * Taking into account research and best practice proactively updates manuals/procedures, training others as appropriate. * Prioritises work, taking into account own work area and needs of larger work area. * Work as part of team understanding and focussing on how the role supports the teams and departments priorities  1. **Responsibility and accountability**  * Responsible for the effective delivery of a response to enquiries * Responsible for coordinating, negotiating and ensuring best practice and value for money * Manages, supervises and supports direct reports and ensures that all Council’s policies and procedures are adhered to. * Accountable for interpretation of council communications, application to service provision and cascading to services for action. * Be the technical expert or specialist in specific areas providing guidance and advice  1. **Communication**  * Interpret and communicate established processes and procedures to a range of audiences * Conveys complex information/advice to others and takes steps to ensure understanding embedding any new way of working. * Shares information, verbally and in writing, in a clear and concise manner. * Tailors communication to different audiences.  1. **Decision Making**  * Decision-making guided by general instructions and practices requiring interpretation. * Automatically makes decisions on routine issues. * Takes accountability on decisions made and articulate when necessary how decisions have been reached * Follows departmental procedures and recommends changes to work-area processes. * Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures * Provides guidance in non-routine tasks. Ensures that others comply with established standards.  1. **Knowledge & Skill**  * Detailed knowledge and understanding of own work area and how it affect wider operations within the Council. * Support and develop less experienced staff, providing an example with regard to quality of work * Keep up to date with issues relating to the work of the team and department * Proactively research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the directorate * Knowledge of the range of systems in use across the Council and being able to make a judgement as to the most suitable tool to use for the task. * Personal Health and Safety in the workplace  1. **Financial Management**  * Ensures financial processes are administered within Council policy  1. **Risk management**  * Understands the risks assocaited with the nature of the service you are supporting and identifies areas of concern, taking remedial action, escalating these appropriately and making appropriate records.  1. **Innovation and Flexibility**  * Ability to transfer skills to a range of service areas with specific support and knowledge available. * Ability to pick up variance in approaches within specific support and knowledge provided. * Ability to consider better ways of delivering support, communicating this as a proposed change * Ability to adapt to new work situations at short notice and assess the situation quickly to provide a high level of effective support immediately. | |
| **Job activities:**  Range of activities to be undertaken by this role. It is not a comprehensive list of activities.   * Responsibility as a Single Hub Team Lead – this will include overall responsibility for work tasks in line with policies and procedures and responsibility for work area returns (financial or statutory). * Lead for Hub Queries – taking ownership of complex queries and complaints to resolution informing or involving line manager as appropriate. * Allocating, Instructing & Directing Daily Workload of Hub. Ensuring volumes of work are captured and that staff resources cover tasks required. * Ensure knowledge of work tasks is shared via procedures and training sessions to ensure adequate cover as part of the business continuity plan. * Ensure you have oversight of all activity in your area providing direction and quality assurance. Ensure that work activities are carried out accurately and carry out spot checks/audits where necessary. * Update Operating Procedures – Full ownership ensuring all procedures are accurate and that any new processes have a procedure in place on commencement. * Maintain work relationships with the services we support by offering a high level of customer services and gain an in depth understanding of the service. * Responding to adhoc requests for additional work tasks by prioritising capacity. * To actively identify Hub Process Improvements by using digital solutions and seeking to remove duplication. Ongoing review of ways of working feedback any learning or recommendations to changes in work tasks to line manager for discussion. * Where appropriate, contribute to Data Breaches investigations and embed all recommendations in your area of responsibility (changing Operational Procedures as appropriate) * To lead Hub Team Meetings ensuring appropriate agenda items are covered and minutes are kept. To use time for active learning and development for teams. * Meet and greet all new staff members and arrange for them to meet senior managers. * Line management of staff, conducting 121’s and managing annual leave requests for direct reportees * Staff Development – Sc4, Sc3, Apprentices * Interviews – Sc4, Sc3, Apprentices * Inductions - Sc4, Sc3, Apprentices – to ensure a robust induction is in place and support employee through to completion. * Capability & Disciplinary - Sc4, Sc3, Apprentices – to follow the Human Resources Policy and seek advice when required. * PDRS – Sc4, Sc3, Apprentices – complete PDRS annually ensuring a 6 month review is in place. * 1st Stage Sickness - Sc4, Sc3, Apprentices – follow the HR policy and ensure accurate records are kept. Still to the triggers and time frames. Use a keeping in touch log for all communication and keep I-Trent updated. * 2nd Stage Sickness - Sc4, Sc3, Apprentices - follow the HR policy and ensure accurate records are kept. Still to the triggers and time frames. Use a keeping in touch log for all communication and keep I-Trent updated. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience of supporting projects and/or a workloads, achieving objectives to time and quality. | Essential |
| Knowledge and understanding of financial work and financial regulations including working with financial systems for ordering, payments and budget management and processes with complex or high value transactions | Essential |
| Experience of identifying Hub Process Improvements by using digital solutions and seeking to remove duplication | Essential |
| Experience of working flexibly across teams to implement change or delivery of key projects. | Essential |
| Experience of reviewing ways of working, providing feedback and any learning or recommendations to changes in work tasks to line manager for discussion | Essential |
| Experience of updating Operating Procedures and ensuring all procedures are accurate and that any new processes have a procedure in place on commencement. | Essential |
| Experience of analysing data and information to inform solutions. | Essential |
| Experience of supervising or supporting teams to achieve their goals. | Essential |
| Experience of providing value for money and high-quality services in a customer focused environment. | Essential |
| Effective interpersonal skills working with colleagues to achieve positive outcomes. Experience of maintaining excellent work relationships with the services we support by offering a high level of customer services and having an in depth understanding of the service area. | Essential |
| Effective operational management, negotiating and influencing skills. | Essential |
| Effective organisational skills and knowledge of project management techniques. | Essential |
| Analytical skills with the ability to interpret information and identify inaccuracies. | Essential |
| Effective oral and written communication skills with a confident presentational style. | Essential |
| Demonstrable numeracy and literacy at Level 2 (GCSE) or above and Good working knowledge of Microsoft Office suite particularly Excel, Visio and SharePoint. | Essential |
| Knowledge of SAP and EIS/ Liquid Logic case management system or equivalent systems | Essential |
| Where appropriate, clean driving license. | Desirable |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |