

JOB DESCRIPTION

Job Title	Business Support Supervisor		
Directorate	Children's, Families & Education		
Reporting to	Senior Business Support Officer or Business Manager		
Grade	13		
Evaluation ref:	AG0249	Job Family ref:	
Role Purpose			
To provide a comprehensive administrative support to Children's Services, for Inclusion Services and/or Education Partnerships & Skills Services.			
Accountabilities			
Line Management Line manages, co-ordinates and monitors the work of a team who provide a range of business support activities to operational colleagues. Provide advice guidance and training to team members on specific aspects of the job. Carry out performance reviews/supervision and make recommendations regarding team members development and training needs. Participate in the recruitment, appointment and induction of business support staff. Take accountability for the management, deployment and performance of a team of Business Support Staff (usually up to 6 FTE), including Apprentices. Understanding the business needs of the Service(s) Where required, provide an administrative and business support service to senior operational colleagues often dealing with sensitive and/or confidential matters. Ensure the prioritisation of work requirements and the appropriate response in the absence of senior colleagues. Ensure the production of reports and presentations for use by senior colleagues. Deploy staff and resources and determine day to day priorities to ensure that administrative cover and customer service standards are met efficiently and effectively. Monitor business performance and quality assurance information and feedback. Identify areas requiring improvement and engage with senior colleagues to consider and determine improvements. Monitoring of systems & procedures Monitor and review a range of systems (including IT) and procedures ensuring consistency and operation to required standards. Produce and submit reports and recommendations for improvement as required. Participate in working groups and projects in respect of the development of the service and associated systems.			

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Research and data analysis

Where required undertake a range of project research and first level project management activities requiring the postholder to specify tasks and actions and to work across different groups.

Collate, analyse, and interpret key data relating to operational, resource and performance management. Ensure that senior colleagues are provided with accurate and timely information on which to take decision and to inform service development and improvement. Engages with other services and agencies to ensure that the data/information given provides a complete picture.

Project support and change management

Within the team lead on the introduction of new activities, systems and procedures. Provide clear communication, cascading information from a variety of sources. Ensure that corporate, service-based and business change initiatives are understood and embedded in the team. Arrange for training and development for team members as appropriate to enable a positive response to change.

Financial responsibilities

Understand the Somerset Council budget monitoring and financial processes. Investigate and resolve budget queries. Contribute to the budget management process and engage with senior colleagues in constructing budgets and contributing to the MTFP process. Produce first level budgetary reports as required and specified by senior colleagues.

Contacts, relationships, and communication

Act as a focal point of contact for business support and financial related queries, providing advice and guidance to operational (and others) staff, suppliers, clients, members of the public, partner agencies and public bodies.

As the manager of staff who may have regular interaction with clients/customers and members of the public and as such may be required to take over when dealing with challenging situations. Any action taken will be reported and more complex queries referred to senior colleagues.

Sound communication and excellent team working skills and abilities to ensure and deliver high levels of performance and responses from the team.

From time to time investigate and find resolution of a range of issues, requiring first level negotiating and influencing skills.

Meeting coordination & support

Attend and support meetings as required to contribute to the development and enhancement of service provision.

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Where required, coordinate and administer a range of meetings where statutory and local deadlines and other requirements have to be met. Notes of the meetings can be used in court proceedings and other legal processes. The administration and organisation of these meetings will involve engagement and agreement with a range of multi-agency senior colleagues.

Adherence to policies & procedures

Where required contribute to the office/building management of the location ensuring effective office and equipment maintenance and health and safety requirements are met.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Working knowledge of Somerset Council's financial procedures.		X
Demonstrate a good understanding of the requirements of team working.		X
Understanding of Data Protection.		X
Experience		
Previous experience of working in an administrative role.	X	
Previous supervisory experience.	X	
Previous experience of team working	X	
Appropriate experience in using computerised records/ systems to produce reports/statistics.		X
Experience of training or mentoring staff.		X
Experience of working in an organisation undergoing significant change.		X
Qualifications / Registrations / Certifications		
Minimum NVQ Level 3 Standard / 5 GCSE's including Maths and English at Grade C or above with good standards of literacy, numeracy and accuracy.	X	
Proficient in Microsoft Office programmes including Outlook, Word and Excel.	X	

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European Computer Driving Licence.		X
Proficiency in Microsoft Office Power Point.		X
Skills		
Resourceful.	X	
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).	X	
Positive, committed, adaptable, thorough and confident approach.	X	
Able to practice high levels of confidentiality at all times.	X	
Proactive and able to work with little supervision, using own initiative.	X	
Ability to prioritise and reprioritise work to meet changing deadlines with a flexible approach to work.	X	
Drive and self-motivation – “can do” attitude.	X	
Ability work as part of a collaborative team.	X	
Demonstrate good accuracy skills and attention to detail.	X	
Good communication skills at all levels	X	
Tactful and diplomatic.	X	
Reliable.	X	
Able to prioritise and work to deadlines.	X	
Ability to communicate effectively and confidently with colleagues at all levels.	X	
Working Conditions		
Ability to travel to different locations across the county.		
Dimensions of the role		
Managing a team of business support colleagues, having an essential role in supporting frontline operational colleagues who support children, young people and their families.		

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Working and communicating with education settings and schools, other Local Authorities, partner agencies, parents and carers and internally with operational colleagues, senior managers and specialist service colleagues.

Monitoring of the team's work throughput, maintaining quality and performance, analysing data and accuracy.

Ensure the team are working within statutory, legal frameworks, other required standards and within Somerset Council policies.

Working within a wider business support structure, ensuring resources are deployed effectively in support to priority areas of work.

Some business support teams are working through high volumes of work received, to be processed in a timely manner, adhering to statutory timeframes and legal processes.

Ability to review processes, systems and provide clear guidance to the team and operational colleagues.

Support the team to provide logistical and minuting support to a range of meetings and forums.

The role may contain the responsibility for a range of financial processes, including fines and debt collection, ordering of goods and services, working alongside financial colleagues.

Where required the role may include responsibility for the safe operation of buildings and equipment.

Working Arrangements

Office based/hybrid. Flexible hours between 8am and 6pm Monday to Thursday and 8am and 4:30pm Friday.

Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: