

Kent County Council

Job Description: *Service Manager – Business Support*

Directorate	Growth, Environment and Transport
Unit/Section	Libraries, Registration & Archives
Grade	KR11
Responsible to	Strategic Manager – Specialist and Support Services

Purpose of the job:

Lead and manage the business support team, providing critical support functions and guidance across all services within LRA, including administration, financial and budget monitoring. Manage and contract manage the County Records Management Service, maintaining systems, managing delivery team and ensuring cost neutral budget and compliance. Contract responsibility for key ICT systems, with line management of System Support Officer for day to day service delivery of these critical systems and applications to deliver LRA services. Be responsible for LRA's business continuity planning, Mobile Library fleet and lead on health and safety. The role has a strong emphasis on overall LRA compliance and policy

Main duties and responsibilities:

1. Lead for LRA the Business Support Team, ensuring effective administration and financial support for the Head of LRA, Senior Management Team and other LRA budget managers, enabling accurate and timely monitoring and forecasting of service budgets. Ensure that LRA financial operational procedures are compliant with corporate finance policies and that budgets are planned and deployed in line with service and Medium-Term Financial Planning (MTFP). As a member of LRA Management Team and a budget holder, identify opportunities for savings, efficiencies and initiatives to support, influence and be reflected in MTFP and budget building.
2. Contract and operationally manage the Records Management Service (RMS), working with KCC professional Records Manager to ensure the efficient and secure delivery of the RMS, ensuring that the service adheres to Standard Operating Procedures (SOPS), providing, care and continuity of KCC documentation. Assist KCC Records Manager to review, identify, amend and implement new SOPS as required. Monitor the external providers level of service, advising Strategic Manager-Specialist and Support Services and Head of Service of any issues arising from this contract.

3. Manage the Library Management System (LMS) Contract and associated applications and contracts, including print capabilities and contract cleaning to provide front of house library customer services. Ensure that LRA systems are supported, issues identified and resolved through the Systems Support Officer and KCC ICT provider. Ensure that appropriate training is provided to support the deployment of new systems, upgrades to existing systems or to address identified gaps in knowledge. Represent Kent on SELMs consortium associated to LMS, liaise with Service Manager – Stock Services to identify potential developments & initiatives to enhance services through this forum. Have responsibility of LRAs inappropriate use of Public Computers.
4. Be responsible for ensuring organisational Health and Safety procedures and good practice are used to maintain security of facilities and the health and safety of self, colleagues and public using our premises. Co-ordinate the countywide Health & Safety Group for LRA, ensuring effective liaison with all service areas and engaging with corporate H & S for audit, assessment and LRA risk profiling.
5. Lead for LRA on the development, maintenance and testing of Business Continuity plans. Represent LRA on GET Resilience Forum.
6. As a member of the Libraries, Registration and Archives Management Team contribute to service planning and policy development across all Libraries, Registration and Archive activity. Take the Project Management role for service improvement projects as required, supporting colleagues with new initiatives, procurement routes and administration support. Utilise management information and financial data to analyse impact of service improvement proposals
7. Represent the service on SPUN (Spydus User Network), South East Library Management System (SELMS) Development Group with ICT colleagues and other networks as appropriate.
8. Manage the Mobile Library Fleet and budget, ensuring that Vehicles are serviced, maintained and compliant with Department of Transport standards. Hold and comply with the Operators' Licence and ensure that Drivers are fully CPC trained and license compliant.
9. Manage the Business Support Team. Appraise, recruit, motivate, develop and prioritise duties. Ensure effective two-way communications; encouraging and facilitating personal learning, development and team working. Budget manage co-ordination of DBS checks for staff and volunteers appropriate to role and activity.

10. Display an active commitment to delivering a customer focused service, placing the customer at the heart of LRA services. Liaise with KCC Officers, elected members, external partners, suppliers and customers to ensure that opportunities to improve or develop the service are fully discussed and consulted on as appropriate.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

Qualifications	Educated to degree level or can demonstrate equivalent level of knowledge and experience of business administration.
	Holding, or working toward, an appropriate management qualification or can demonstrate equivalent level of knowledge and experience.
	IT literate and competent in the use of Microsoft Office.
Experience	Experience at a management level in business support or customer service management capacity.
	Experience of interpreting financial and other data and of providing analysis from this data.
	Experience of budget management, including budget monitoring, forecasting and taking remedial action where necessary.
	Experience of ensuring compliance and accountability to policy and procedures in accordance with the organisation's requirements.
	Experience of procurement and contract management.
Skills and Abilities	Good numerical reasoning skills, able to interpret, analyse and present data effectively, identifying trends and potential ways for the service to improve performance.
	Good verbal and report-writing skills, can produce effective written documents and information appropriate to the task or initiative.
	An effective leader and people manager, able to manage staff performance, support staff development and motivate those working to them. With evidence of strong teamworking skills and a willingness to contribute to collective problem solving and creative thinking.
	Understands and is able to implement health & safety legislation and policies relating to work environment and staff group, e.g. risk assessment and monitoring the implementation of policies.
	Understands data protection and equality legislation, is committed to and has the ability to monitor, implement and review internal process and policy.

Knowledge	Understanding of the political environment in Kent and its potential impact on service and operational delivery.
	Knowledge of KCCs policies and organisation process.
	Can demonstrate an understanding of Kent Libraries, Registration and Archives services.
Behaviours and Kent Values	<p>Kent Values:</p> <p>Open</p> <ul style="list-style-type: none"> • Act with integrity, honesty and transparency • Understand and be prepared to take risks where appropriate • Welcome and expect change and evolving technology • Be willing to learn • Work as a whole council • Treat people fairly and with respect <p>Invite Contribution and Challenge</p> <ul style="list-style-type: none"> • Work collaboratively to find new solutions • Innovate • Put the interests and wellbeing of customers first • Be open to challenge and able to challenge others appropriately • Actively encourage and expect contribution <p>Accountable</p> <ul style="list-style-type: none"> • Do more for yourself • Take personal and professional responsibility for • Deliver at pace • Look for ways to save money • Look for commercial opportunities • Focus on outcomes