

Kent County Council

Job Description: *Business Services Manager*

Directorate:	Growth, Environment and Transport
Division:	Growth & Communities
Location:	Maidstone / Hybrid Working
Grade:	KSH
Responsible to:	Head of Innovation & Business Intelligence

Purpose of the Job:

To lead, develop and manage a team that provides high quality, responsive, and efficient business support to a range of services*. The post holder will ensure robust business processes, effective resource allocation and a consistently high standard of administrative and technical support across all services and locations.

Main duties and responsibilities:

1. Manage and provide strong leadership to a dispersed team of Business Support staff, ensuring clear objectives, high performance standards, and a culture of continuous improvement.
2. Liaise routinely with Service Heads and operational managers to understand emerging and ongoing business support requirements.
3. Plan and allocate resources to meet service priorities, ensuring peaks and troughs in demand are anticipated and managed effectively across teams and office bases. Maintain oversight of workload distribution, ensuring fair, efficient, and responsive support provision.
4. Ensure that all staff have the sufficient core skills and knowledge necessary to support services, in particular strong digital skills. Review, plan and deliver training for staff as necessary.
5. Lead the review, development, and implementation of administrative systems, procedures, and ways of working, ensuring that the team operates efficiently and consistently.
6. Ensure compliance with data protection, information governance, and record retention requirements.
7. Oversee staff undertaking financial processing on behalf of services, including placing orders, receipting expenditure, verifying information, and resolving routine queries.
8. Work closely with Finance colleagues to ensure financial controls are followed and that year-end processes, forms and deadlines are met.

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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Person Specification: *Business Services Manager*

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.

	CRITERIA
QUALIFICATIONS	<p>NVQ4 in a relevant subject (e.g. Business Administration)</p> <p>Holds ECDL or equivalent IT qualification or can demonstrate equivalent level of skill</p>
EXPERIENCE	<p>Experience in multi-site or dispersed team management and leadership.</p> <p>Experience in improving business systems, workflows, or processes.</p> <p>Experience in using data and management information to prioritise areas for improvement or opportunity for development.</p>
SKILLS AND ABILITIES	<p>Able to take an overview of a service and participate in business planning for service support and improvement.</p> <p>Able to manage complex team workloads and prioritise effectively in order to meet deadlines and work effectively with only minimal supervision.</p> <p>An effective leader and people manager, able to manage staff performance, support staff development and motivate those working to them.</p> <p>Strong written and verbal communication skills, able to identify the right means and language for each message and can produce influential reports.</p> <p>Actively promotes an inclusive culture of equal opportunity and access for all.</p>
KNOWLEDGE	<p>Understanding of local government operations, financial procedures, or regulatory services.</p> <p>Understands and is able to implement all health & safety and data protection/confidentiality legislation and policies e.g. risk assessment and monitoring the implementation of policies.</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none">• We are brave. We do the right thing; we accept and offer challenge.

	<ul style="list-style-type: none"> • We are curious to innovate and improve. • We are compassionate, understanding, and respectful to all. • We are strong together by sharing knowledge. • We are all responsible for the difference we make. <p><i>Our values enable us to build a culture that is:</i></p> <ul style="list-style-type: none"> • Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile. • Curious - constantly learning and evolving. • Compassionate and Inclusive - compassionate, understanding and respectful to all. • Working Together - building and delivering for the best interests of Kent. • Empowering - Our people take accountability for their decisions and actions. • Externally Focused - Residents, families and communities at the heart of decision making.
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*The Business Services Manager will be expected to deliver effective business support to the following areas, with support levels varying across groups and services, and may also be required to support additional areas as needed.

Innovation & Business Intelligence Group

- Service improvement and innovation
- Data and intelligence
- Systems and technology innovation
- Digital marketing

Community Protection Group

- Kent Scientific Services
- Trading Standards
- Alternative Dispute Resolution
- Trading Standards Checked

Economy Group

- Business Investment
- No Use Empty Scheme
- Kent & Medway Economic Partnership
- Kent Ambassadors

Planning Applications Group

- Planning applications and development control
- Minerals and Waste Planning Policy

Strategic Development & Place

- Strategic spatial planning
- Infrastructure coordination
- Gypsy Roma Traveller Service
- Creative and Cultural Economy