

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways, Transportation and Waste
Grade:	KR12
Responsible to:	Head of Waste and Business Services

Purpose of the Job:

The Business Manager will drive service improvement, working across all Business Units in HTW, the Directorate and private sector to improve customer experience and deliver improved VFM and efficiency. The post holder is responsible for business and ICT systems improvement, performance management, business planning, data quality, business continuity, workforce development, business risk, staff/stakeholder surveys, highway definition/gazetteer, recharges and the HT&W Agilisys contact point service delivery. The primary role is to drive improvement both within HTW, cutting across the Directorate, and working with external bodies via delivering through its contracts and the suite of key business improvement tools.

Main duties and responsibilities:

- ✦ Drive and lead performance management, business process and standards across HTW and through the procurement strategy and contracts to ensure a coherent approach to performance management is embedded.
- ✦ Manage commissioning work streams for internal and external provision of HR, ICT, L&D and Contact Point
- ✦ Manage the Highway Definition and Gazetteer team and ensure that stopping up orders are processed in accordance with Legal requirements.
- ✦ Develop and implement new strategies and processes for continuous improvement and lead initiatives and projects to deliver significant efficiency and improvements in productivity and outcomes
- ✦ Lead the HTW 'customer strategy' to champion the customer across all HTW activity and ensure that Business Units comply with customer standards and processes.
- ✦ Accountable for all Business Units collecting, publishing and analysing performance data, providing both challenge and support and produce regular performance reports for the Executive, Directorate Strategy Team and Corporate Centre.
- ✦ Deliver HTW business planning, continuity and risk management processes within the context of KCC's Medium Term Financial Plan, Procurement Strategy, Corporate targets and ensure effective monitoring of the implementation of targets.
- ✦ Deliver HTW's Workforce Development strategy, lead the HT&W Learning & Development activity to ensure full embedment and benefit for HT&W working closely with the Directorate and wider organisation.
- ✦ Manage the delivery of a comprehensive business support/PA team within HTW as well as the day-to-day office management responsibilities

- ✦ Manage staff surveys and external satisfaction surveys and subsequent action identification, planning and delivery.
- ✦ Manage the HTW business from the Contact Centre SLA, drive improvement and first point resolution ensuring that there is a measurable business benefit from the Contact Centre's relationship with HTW
- ✦ Lead business improvement project work linked to ICT developments
- ✦ Manage the recovery of third-party damage costs to HT&W assets and other rechargeable opportunities
- ✦ Manage, develop, appraise and performance manage the Business team, so it can plan, deliver and evaluate its work to deliver improvements to HTW and the Directorate

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

Organisational Responsibilities

All staff have an explicit responsibility to work as part of a team to deliver, collectively, the agenda of the County Council. These are fundamental elements of their role not an addition and are summarised as follows;

Whole Council

- Seek to improve the lives of all residents in Kent and the economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected Members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services.
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council • Overcome professional and service silos to achieve the County Council's objectives.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging Relevant Markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve.
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance. • Deliver to agreed budget and income targets.

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	<ul style="list-style-type: none">• NVQ Level 5 (or equivalent) in management or appropriate discipline• Kent Manager
EXPERIENCE	<ul style="list-style-type: none">• Proven experience at middle or senior management level in local government and /or large complex organisation.• Proven skills in managing complex projects and a track record of delivery.• Experience of managing change within a complex organisation and of developing consequent business processes
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Ability to develop, motivate and hold people accountable to standards of performance to improve performance and effectiveness• Ability to develop effective strategies aligned to changing business objectives and service imperatives.• Able to work under pressure and prioritise effectively• Able to influence and steer decisions at all levels in the organisation and to negotiate with a wide range of audiences.
KNOWLEDGE	<ul style="list-style-type: none">• Good knowledge of national and local guidance and relevant standards relating to performance management.• Thorough understanding of the processes of local government and the principles of good project management• Good analytical and problem-solving skills.
BEHAVIOURS AND KENT VALUES	<ul style="list-style-type: none">• Team leadership and vision• Developing others• Managing performance• Innovation• We are brave. We do the right thing, we accept and offer challenge• 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