

Kent County Council

Job Description: Business Support Manager

Directorate:	Children, Young People & Education
Division:	Integrated Children's Services
Grade:	KSI
Responsible to:	Service Manager – ICS Business Support

PURPOSE OF THE JOB:

Lead and manage a significant and geographically dispersed Business Support team. Ensure a high-quality support service to managers and staff.

Continually strive to improve business processes and systems to ensure the provision and development of a consistent, efficient and effective support service, in accordance with legislation and Corporate and Directorate policies.

To have professional oversight of Practitioner Support (East and South), Open Access Support (East and South), Fostering Support, Adoption Support, 18+ Care Leavers Support and Virtual School Kent Support.

Main duties and responsibilities:

- Manage a comprehensive business support service for ICS including all aspects of resource management and service provision, ensuring that there is high quality customer focus, that data records are accurately maintained, and data protection adhered to in accordance with legislation, policies and practices.
- Direct management of the Senior Business Support Leads and through them lead a large and dispersed team of business support staff, providing support on complex and sensitive staffing problems, including disciplinary and capability issues to ensure effective staff performance and efficient service delivery.
- Review business support and administration processes to ensure consistent support to teams, including standardization of document protocols for note taking, minuting, and organization of meetings including Child Protection Case Conferences, and record keeping standards, taking account of internal policies and external influences (e.g. Ofsted).
- Ensure business continuity plans are in place in respect of the business support function to help maintain services to ICS in times of emergency.
- Ensure business support staff are appropriately trained to support business needs and facilitate opportunities to identify strong performance and enable career progression.
- Manage the collation and analysis of data for various reports, Ensure the review of performance and data quality reports, providing early analysis relating to functions that business support staff undertake. Identify shortfalls and implement remedial action to improve efficiency. Continually strive to implement improvements and innovative ways of working within the Business Support setting.

- Manage, through the Senior Business Support Leads, the effective co-ordination of information gathering for Inspections and other reviews/audits and contribute to a Divisional response for the Director.
- Co-ordinate the budget for the Business Support Service across ICS East/South, ensuring that financial controls and protocols are followed. Ensure that the procurement of goods and services within the business support function follow KCC policy.

Footnote: This job description is provided to assist the job holder to know what the 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 Support 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	<ul style="list-style-type: none"> Level 5 Diploma (or equivalent) or degree or advanced level professional qualification and knowledge. Achieved or working towards Kent Manager or equivalent management qualification.
EXPERIENCE	<ul style="list-style-type: none"> High level business support experience and ability to produce accurate, timely and complex reports Experience of line managing a team of staff Experience of planning, managing and reporting on budgets and of financial and procurement processes Project management
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent communication, interpersonal and presentation skills Leadership and management skills Excellent organizational skills and the ability to prioritize High standard of literacy, analytical and IT skills Ability to adapt effectively and drive change Ability to exercise professional judgment and identify issues at an early stage to ensure swift resolution Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required Project and change management
KNOWLEDGE	<ul style="list-style-type: none"> Understanding of the Inspection framework requirements as well as the KSCB, professional and voluntary stakeholders. Understanding of Integrated Children's Services, governance processes and the wider Kent County Council drivers and initiatives for improvement. Knowledge of personnel practices recruiting, motivate and develop staff to achieve a high standard of service.
BEHAVIOURS AND KENT VALUES	<ul style="list-style-type: none"> Open Acting with integrity, honesty and transparency; healthy attitude to risk; welcoming and expecting change and evolving technology; working in new ways; willing to learn; working as a whole-Council and treating people fairly and with respect Invite Contribution and Challenge Working collaboratively and innovatively to find new solutions that put the interests and wellbeing of customers first; open to challenge and actively encouraging and expecting contribution. Accountable

	Self-sufficient, taking personal and professional responsibility for our actions, the pace at which we work; performance and the council's resources.
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 • 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>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>

