

Kent County Council

Job Description: *Business Manager*

Directorate:	Chief Executive's Department
Division/Section:	Finance / Corporate Director Support
Location:	Maidstone
Grade:	KR12
Responsible to:	Corporate Director of Finance

Purpose of the Job:

By leading and line managing others, be responsible for providing a comprehensive, high quality and efficient Business Support Service to the Corporate Director and wider Divisional Leadership Team. Work with the Corporate Director and the wider leadership team to enable them to carry out their responsibilities as effectively as possible. Manage the business management operations of the function, including business resilience and communication.

Work collaboratively with other parts of the council to ensure that the services provided are strategically aligned with other functional areas to enable a seamless approach to service delivery and to continually improve policies, procedures and processes that meet business need.

Ensure information is effectively communicated, finding viable solutions, and providing accurate interpretation on complex issues as they emerge which enables strategic policy direction to be set and decisions to be taken by ensuring resolution through delegation to the appropriate level.

Main duties and responsibilities:

- Ensure the Corporate Director is fully briefed within appropriate timescales on all matters of importance and key decisions, presenting detailed research and briefing notes which are informative, accurate and timely, linking in when appropriate to the Divisional Leadership Team.
- Be responsible for developing and maintaining a comprehensive executive support provision, ensuring high-quality executive support to the Corporate Director which includes the planning, organising and servicing of senior leadership team meetings, the production of reports and effective management information, meeting and event preparation.

- Manage the annual Division Business Plan process producing progress reports and recommending adjustments and solutions when circumstances require.
- Keep up to date with changes in legislation, statutory and regulatory change. Anticipate and address changes to client requirements accordingly, adapting to new service needs and maintaining service levels across the council. Identify and advise the Corporate Director on implications (e.g. missing legal/financial/procurement implications and effects on other directorates/partners) and on governance processes (e.g. correct timelines, pathways and decision bodies) in line with the Council's constitution.
- Lead on the building and maintenance of good working relationships with colleagues, both internal and external to the Division, understand the needs of stakeholders, interpret requests and judge prioritization levels, to ensure best practice, value for money and customer satisfaction are achieved.
- Responsible for ensuring appropriate Business Continuity, Emergency Planning and Environmental Planning is in place within Finance on behalf of the Corporate Director.
- Check and authorise items, as delegated by the Corporate Director, complying with policies and regulations, e.g. staff recruitment, sickness/annual leave requests, expense claims, timesheets and invoices.
- Manage the smooth and efficient running of the Divisional Leadership Team meetings and associated governance to include all aspects from forward planning, agenda setting, collating agenda items, distributing papers, minuting the meetings and following up actions as required. Ensure complete confidentiality and discretion in the handling of sensitive material on paper and in discussion.
- Monitor the use of systems and processes; identifying problems, assessing new ways of working to address high volumes and competing client needs and redesigning processes to enhance their effectiveness to meet agreed service standards, key performance indicators and legislative requirements.
- Draft correspondence on behalf of the Corporate Director and Divisional Leadership Team using appropriate discretion and judgement to the content.
- Lead, support, motivate and line manage staff, to achieve a high quality, high performing business management and business administration service.

Organisational responsibilities:

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the 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 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.

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.

Kent County Council

Person Specification: *Business 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">• Relevant management or professional qualification at Level 5
Experience	<ul style="list-style-type: none">• Proven experience of providing excellent business support to senior managers• Experience of working in a political environment, skills in understanding and responding to different perspectives and taking a cross functional approach• Experience of working under pressure, managing competing priorities and meeting tight deadlines
Skills and Abilities	<ul style="list-style-type: none">• Ability to develop and sustain effective working relations across all stakeholder groups• Demonstrable experience to create and sustain positive working relationships with both internal and external stakeholders that generate confidence, respect, credibility, and trust• Demonstrable experience of providing excellent oral and written communication skills including the ability to present sensitive information clearly and concisely to a range of audiences• Excellent project management skills, including research and report writing• Ability to work under pressure and demonstrate flexibility
Knowledge	<ul style="list-style-type: none">• Knowledge of the functions and governance arrangements of local government and decision-making processes• Knowledge of the Councils structures, key personnel, and elected Members• Detailed knowledge and understanding of the roles, needs and priorities of key stakeholders and partner organisations• Awareness and understanding of KCC's overall business, political structure, and priorities• An understanding of Local Authorities responsibilities in relation to the security and confidentiality of sensitive information

	<ul style="list-style-type: none"> • Knowledge of financial and procurement procedures and regulations
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>