

# Kent County Council

## Job Description: Senior Business Support Lead

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<b>Directorate:</b>	<b>Children, Young People &amp; Education</b>
<b>Unit/Section:</b>	<b>Integrated Children's Services – Business Support</b>
<b>Grade:</b>	<b>KR9</b>
<b>Responsible to:</b>	<b>Business Support Manager</b>

### **Purpose of the Job:**

To deliver and improve business support services in specified areas/services within Integrated Children's Services through effective management of a team of Business Support Leads, Business Support Officers, Business Support Assistants and Apprentices.

To ensure the provision of a consistent, efficient and effective support service, in accordance with legislation and Corporate and Directorate policies.

To engage with and support the Business Support Management Team.

### **Main duties and responsibilities:**

- Manage dispersed and diverse business support teams in specified areas/services within Integrated Children's Services. This includes managing the recruitment, induction, training, and performance management of staff in accordance with KCC processes.
- Directly line manage a team of Business Support Leads.
- Identify and support training needs of staff; upskilling and talent spotting to ensure continuous improvement and retention of staff.
- Manage an effective information flow, co-ordination and deployment of resources across the different teams of the areas/services, sharing and promoting good practice so that an efficient service is provided. Provide an agile response to demand, using data and intelligence to forecast peaks and troughs and allocate resource accordingly.
- Engage with Integrated Children's Services management groups to improve communication and understanding of business support needs within the service.
- To network with colleagues in the wider organisation and be the lead link with other services, e.g. Customer Care and Complaints, Information Resilience and Transparency, Corporate Directors office, Health and Safety, etc.
- Collating and analysing data to assist Integrated Children's Services' activity and future delivery, producing reports for the Business Support Service management team.

- Manage the co-ordination of data and reports in specified areas/services as required, including for Ofsted Inspections, linking with heads of service to ensure all information is supplied in an accurate and timely manner.
- Ensure that business support staff are supporting areas/services by successfully utilising the most up to date technology available (for example, minuting directly onto electronic devices, using the recruitment and financial systems, using digital communication) to ensure that work is undertaken in the most effective and efficient manner.
- Ensure that administrative processes and business support functions including external requests for information within the areas/services are carried out in line with the business support framework, statutory legislation, Corporate and Directorate Policies and are consistent across each team.
- Manage the provision of budgetary support to the area/service, ensuring business support staff have a working knowledge of the financial planning and procurement processes.
- Provide budgetary support to the Business Support Service management team, informing them of any potential expenditure and resolving queries.
- Ensure that the Customer Care process in the specified areas/services is administered effectively, that complaints and enquiries are dealt with appropriately, and investigate complex and/or high-profile enquiries/complaints.
- Undertake ad hoc projects in connection with the business support function to improve and develop administrative processes, protocols and practices across Integrated Children's Services.
- Drive forward change and improvement delivery, sharing of good practice across Integrated Children's Services.

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.

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
<b>QUALIFICATIONS</b>	Level 4 Diploma in Business Administration or equivalent, or working towards a professional qualification
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• High level business support and preparation of reports</li><li>• Budget management, financial processes and reporting</li><li>• Line management of a team/service</li><li>• Project management</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent communication and interpersonal skills</li><li>• Management/supervisory skills</li><li>• Excellent organisational skills and the ability to prioritise</li><li>• High standard of literacy and IT skills</li><li>• Ability to adapt effectively and drive change</li><li>• Ability to exercise professional judgment and identify issues at an early stage to ensure early resolution</li><li>• Ability to travel across a wide geographical area in a timely and flexible manner</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Understanding of Integrated Children's Services, governance process and the wider Kent County Council drivers and initiatives for improvement.</li><li>• Good working knowledge of finance processes and systems.</li><li>• Knowledge and understanding of partner agencies</li><li>• HR processes</li></ul>
<b>KENT VALUES AND CULTURE</b>	<ul style="list-style-type: none"><li>• We are brave. We do the right thing, we accept and offer challenge</li><li>• We are curious to innovate and improve</li><li>• We are compassionate, understanding and respectful to all</li><li>• We are strong together by sharing knowledge</li><li>• We are all responsible for the difference we make</li><li>• Compassionate &amp; inclusive</li><li>• Working together – building and delivering for the best interests of KCC</li><li>• Externally focused – residents, families and communities at the heart of decision making</li><li>• Flexible/agile – willing to take (calculated) risks</li><li>• Empowering – our people take accountability for their decisions and actions</li><li>• Curious – constantly learning and evolving</li></ul>