

Kent County Council

Job Description: *Business Support Manager*

Directorate: **Adult Social Care and Health**

Unit/Section: **Operations / Provisions**

Grade: **KR12**

Responsible to: **Head of Service or Assistant Director**

Purpose of Job:

Provide a comprehensive, co-ordinated and efficient business management service to the Assistant Director or Head of Service enabling them to carry out their management responsibilities to deliver Social Care for adults and over in accordance with Corporate and Directorate policies and procedures, legislation and Government initiatives within available resources.

The post holder will be a member of the service's Management Team and will be required to lead on activities regarding the service's workforce, business control.

Main Duties and Responsibilities:

1. Assist the Head of Service or Assistant Director with the planning of financial and performance management, governance, quality improvement and workforce planning processes within the service and have responsibility for the effective implementation of them. Manage a budget and undertake monthly collaborative planning.
2. Manage the service's activity around its workforce and represent the service on any corporate Organisation Development initiatives. This includes leading on succession planning and workforce planning for the service planning the shape of the future workforce in conjunction with the Head of Service or Assistant Director, undertaking line management where appropriate, representing the service for any Organisational Development consultation, responsible for the provision of workforce data such as recruitment, and ensuring that all the service's responsibilities towards equalities and health and safety are met.
3. Manage, audit and respond to complaints that are made about the service. This will include tracking, complaints progress, leading on complaints investigations, writing responses and quality assuring any response that is sent out on behalf of the Head of Service or Assistant Director.

4. Manage all elements of the service's business control function. This includes: leading on and writing the annual business plan for authorisation by the Head of Service or Assistant Director, undertaking work to ensure business continuity as directed by the Head of Service or Assistant Director such as updating the Business Continuity Plan, regularly reviewing the service's lone working policy or auditing the service's compliance. All service management in terms of business continuity will be managed by Service Managers.
5. Lead on communication for the service liaising with external partners and organisations, speaking to members and liaising with MPs and their offices where required, creating bulletins for the service and drafting messages on behalf of the Head of Service or Assistant Director. When required a communications plan to manage communications. Work closely with Corporate Communications to ensure that communications needs are managed and understood across the directorate.
6. Lead on systems and performance for the service representing the service at meetings to develop systems, develop KPIs and monitor service performance under the guidance of the Head of Service or Assistant Director, act as Data Controller where the Head of Service or Assistant Director requires this.
7. Lead of the development of the service's internal governance and decision-making procedures drafting reports, as required. Write reports in your own name and on behalf of the Head of Service or Assistant Director. Contribute to decision making as a member of the Act as a member of the service's management Team. Advise the Assistant Director or Head of Service to assist him/her in setting strategic policy and planning direction.
8. Undertake lead roles on countywide projects for the service. Ensuring that the Assistant Director or Head of Service is supported in any areas of work which they need to undertake in relation to these initiatives or strategies.
9. Support work for the service for debt management and internal audit ensuring that business control for the service is effective.
10. Lead, manage and support work on behalf of the Head of Service or Assistant Director that support integration with partner organisations in the NHS as part of the organisation's drive towards greater integration.

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 the post.

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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>Degree, Management Qualification e.g. Diploma in Management Level 4 or equivalent</p> <p>Holding or working towards the Kent Manager qualification</p>
Experience	<p>Experience of working in the public sector and in a service department.</p> <p>Experience of effective planning and management of complex budgets.</p> <p>Experience of working with staff at all levels across a large organisation.</p>
Skills and Abilities	<p>Ability to develop strong and positive relationships with people from other organisations.</p> <p>Ability to performance manage, develop and motivate staff.</p> <p>Excellent interpersonal, communication and negotiating skills to enable efficient communication on a wide range of issues to a diverse audience across the county and partnership arrangements.</p>
Knowledge	<p>Relevant Local Government and NHS policies and initiatives and appreciation of this Authority's approach to procedures, standards and practice, especially those relating to Adult Social Care, together with related legal requirements.</p> <p>Detailed knowledge of government initiatives e.g. Transforming Care.</p> <p>Awareness of Data Protection, GDPR and confidentiality issues.</p> <p>Knowledge of HR and OD practices to recruit, motivate and develop staff to achieve a high standard of service.</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 • 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>
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Organisational Responsibilities

All Corporate Directors, Directors and Heads of Service 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