**Job Description**

**Business Support and Information Team Leader**

**Role Profile** Band G

**Service/Team**  Customer, Arts and Property

**Reports to** Business Support Manager

**Job Overview**

To manage the daily operational functions and responsibilities of the Family Hubs Business Support and Information team. The team is responsible for delivering through the network of Family Hubs and the Early Help Access Point:

* A professional business support function to agreed standards.
* A welcoming reception service to both professionals and the public.
* Provide information and signposting to the public either face to face or on the phone.

##### **MAIN RESPONSIBILITIES**

* Managing the Family Hub Business Support and Information (BS&IO) team with responsibility for recruitment, selection, deployment, induction, development and training in accordance with the Borough of Poole HR policies and procedures.
* To provide an efficient, effective and high-quality business support service to the Services Manager, contributing to the delivery of overall operational and financial targets for the service.
* To deputise for the Business Support Manager as agreed.
* To take a pro-active role in leading on performance management of the team of BS&IOs in accordance with BCP Council HR policies and procedures.
* To analyse, monitor and review the team’s work activities, ensuring workloads are prioritised in line with the needs of the service, and agreed standards and goals are met. To identify appropriate BS&IOs to delegate specific pieces of work to.
* To demonstrate and maintain a high level of understanding and commitment to customer care and the delivery of high-quality services. Be responsible for its design and to ensure this role model and its standards are cascaded and integrated in all BSIO front line work.
* Deal with challenging/escalated customer issues and resolve at informal stage or progress to the Services Manager.
* Maintain business support practices and standards aligned to those in place within Children’s Services and to liaise with the Business Support Manager with regard to any changes to ensure consistency within the Unit.
* To monitor both paper and data areas records and ensure information that is not to be disclosed and/or is sensitive is treated as confidential, and in compliance with the Data Protection Act and relevant procedures.
* With the Business Support Manager and Hub Managers, develop and implement initiatives by identifying areas for improvement such as agile working, systems and processes, and improved ways of working.
* To be responsible for the deployment of business support and information resource across out posted Family Hubs and EHAP as needed; including cover for planned and unplanned absence often at short notice.
* To provide a business support function to the Service Managers and the Business Support Manager.
* Contribute to the Senior Leadership Team (SLT) of the service by leading on projects, developing initiatives to improve business processes in conjunction with unit wide business support processes as lead by the Business Manager. Contributing to larger projects and supporting SLT with models of work that improve effectiveness and outcomes for children, young people and families.
* Undertake presentations to small/large groups of staff at team meetings or external meetings.
* To represent the Family Hubs at appropriate external and internal meetings, building effective relationships with customers such as Synergy User Group and Health and Safety meetings.
* To act as the professional advisor to the Family Hub Governance Groups and secure continuity of service, ensuring that they are provided with a high standard of business support. This will include a co-ordinated approach to comply with all legal requirements and regulatory frameworks (such as Ofsted) and support with the delivery of training needs for the members of the boards.
* To undertake changes on Dynamics and other ICT systems for the team including variation to hours, ID checks, annual leave, ceasing contracts of employment, changing working pattern and any mandatory and inherent contractual changes, and to be responsible for organising/co-ordinating the induction of new staff. To provide support to the service on all aspects of these systems.
* Create purchase orders, interrogate budgets and financial transactions for the service by checking monthly transactions reports; approve p-card transactions on behalf of the budget holder/s; making necessary transaction adjustments with Accountancy and providing regular budget forecasts to the Services Manager in preparation for budget meetings. Ensure financial regulations are met throughout all financial transactions.
* To work within legislative and procedural guidelines to provide support to the SLT in the commissioning of external services e.g. method of procurement and ensure the corporate contract database is up to date.
* To lead on action plans around specific aspects of health and safety work within legislative guidelines, ensuring the operational health and safety requirements are met within the hubs. This will include specific responsibilities in an allocated hub such as reviewing risk assessments, minor incident, and accident report monitoring. Responsibilities will also include direction and supervision of BS&IOs to complete the necessary health and safety paperwork.
* To act as “database super user” to support and train all hub staff. To work with staff to ensure databases meet the needs of a changing workforce and service delivery model. To identify areas of poor performance which could have a negative impact on evidencing outcomes and escalating issues to the relevant SLT member.
* To support the performance review process to assess own performance and undertake training and development relevant to the post.
* To raise issues that prevent the effective delivery of services with the Business Support Manager and Services Manager, as appropriate, helping to identify improvements and implement agreed changes.
* To undertake other duties as may be required from time to time commensurate with the level of the post.
* Carry out DBS checks on behalf of the Family Hubs.
* To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including Equality Act, the Health and Safety at Work Act and Data Protection Act.

**Prepared by: Amanda Sheard Updated March 2017**

**Updated by: Flavia Ponciano / Alison Wray October 2017**

**Updated by: Michelle Lee September 2023**

**Updated by: Carla Baldwin and Michelle Lee March 2025**

#### **PERSON SPECIFICATION**

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| **ATTRIBUTES & CRITERIA** | **ESSENTIAL/ DESIRABLE** |
| **EXPERIENCE**   * Recruiting, inducting, training and managing a large group of staff. * Budget and/or financial information monitoring and dealing with financial regulations/procedures. * Business management information systems and processes * Experience of a customer facing role and dealing with complex enquiries | Essential  Essential  Essential  Essential |
| **QUALIFICATIONS / TRAINING**   * 3 A Levels * NVQ Level 4 Administration or equivalent experience * Diploma in Management or similar management qualification | Essential  Essential  Desirable |
| **APTITUDES /ABILITIES**   * Ability to work calmly under pressure and effectively manage a range of competing projects and tasks within identified timescales. * Understanding of and ability to create a culture of public customer care * Ability to innovate, problem solve and improve services. * Excellent user of ICT software including Word, Excel, Publisher and bespoke databases * Able to present work in a consistent, corporate and professional format * Excellent interpersonal skills – able to work effectively with others at all levels and handle complex and / or contentious issues * Effective communication skills; able to convey professional advice both orally and in writing. * Able to manage multiple projects/work streams and organise both own workload and the team’s workload efficiently. * Able to use own initiative working under minimal supervision * Able to lead and motivate others and encourage strong team working. * Accurate numerical skills | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential |
| **KNOWLEDGE**   * The role and function of Early Help and Targeted Intervention Service * Data Protection and Freedom of Information Acts  1. Health and Safety at Work Act 2. Understanding the role of information giving on the continuum of help and assistance | Desirable  Essential  Essential  Essential |
| **ATTITUDE / MOTIVATION**   * Work constructively with colleagues and managers to deliver service objectives. * Strong commitment to customer care and in delivering high quality services. * Strong commitment to equality and diversity. * Self-Professional and adaptable with a positive approach to work | Essential  Essential  Essential  Essential |
| **OTHER FACTORS**   * Ability to travel and work in more than one location in Poole * Driving licence and access to a car * Enhanced DBS Check | Essential  Essential  Essential |