

Business Support Manager – Grade 8

Job focus

To be read in conjunction with the Business Support Manager Job Profile which provides the full range of responsibilities across the function.

As Business Support Manager you will have line management responsibility for team of Business Support Officers and Support Workers across three sites:

4 dedicated Business Support Officers (BSOs) to the Youth Justice Team

3 dedicated BSOs to the Youth Engagement Team

1 Support Worker to a Social Worker

As part of the wider management team, you will be expected to support the administrative and financial needs of the Youth Justice and Youth Engagement service. The role demands excellent organisational skills and the ability to prioritise work using your own initiative whilst at the same time embracing the ethics of good team working.

This role is based within [Children and Families](#)

Key areas of responsibility

In addition to general everyday tasks, you will be responsible for specific projects of work:

- Planning delivery of Business Support services across three sites
- Local Authority contact for payment of Secure Remand and PACE beds.
- Supporting the management team with recruitment of staff – arranging interviews, processing applicants on the recruitment system, supporting on the day, arranging Young Peoples panels, liaising with HR.
- Overseeing the purchasing card expenditure of BSOs on Natwest Spend Management to ensure transactions are coded correctly.
- Leading change – implementing new systems and procedures and skilling up staff through training and supervision.
- Overseeing/managing workload of the overall team, distribution of work, covering duties and ensuring deadlines are met and standards maintained.
- Attending and contributing to service management meetings/away days/training etc.
- Minuting performance meetings and higher-level meetings within the service
- Interrogating/updating systems to produce management information
- Diary Management
- Imprest holder for the Service – responsible for the ordering, recording and reconciliation of petty cash.
- Service liaison with HD-One Finance for bank payments and general finance queries.
- Advanced SAP requisitioner – creating orders and processing invoices.
- Coding and approving purchasing transactions on Barclaycard Spend Management.

- Service liaison/contact with IT
- Service liaison/contact with Asset Management regarding Building issues/Office moves.
- Involved in inductions for new staff – ordering equipment, setting up IT accounts, training, building issues.
- Supervision of staff
- General clerical tasks

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Experience of providing business support services in a large organisation in a lead role, using innovation and solving problems	Essential
Ability to plan, develop, monitor, and review the use of resources.	Essential
Knowledge of project management techniques, and the ability to prioritise and manage ongoing project work.	Desirable
Advanced knowledge of applications and systems such as Microsoft Office to enable an effective support to be provided, and quality advice given in relation to its best use within the service.	Essential
Literacy skills to be able to produce complex and specialist documentation.	Essential
Numeracy skills to be able to produce statistical information and deal with, for example petty cash.	Essential
Business Administration NVQ Level 3 or able to demonstrate equivalent skills.	Essential
Demonstrates and always promotes excellent customer service.	Essential
Is committed to personal and career development and is willing to undertake further training.	Desirable
Flexible and adaptable approach to working within the team.	Essential
Able to travel to meetings at different work locations when required.	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Ability to undertake line management responsibilities including effective leadership, supervision, support, and training.	Essential
Ability to provide an accurate recording of meetings in the form of minutes prepared in a timely manner.	Essential
Ability to plan and organise events and meetings and subsequent facilitation	Essential

For Office Use Only:

Job Category	Business Support	Grading ID	61930
Job ID	80100181	Last Updated	April 2023
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	No	DBS Type	No
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		