

## Business Support Manager – Grade 9

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

The role is part of the overall Business Support Job Family, which is a key role in supporting our teams to deliver high quality services. You will contribute to the effective running of the Council with your first class and efficient administrative support skills.

You will lead a team or provide specialist and technical support within the Business Support function in one of the Council's many bases or locations, providing business support to one of the Council's services and help us to achieve our vision to be a district which combines a strong, sustainable economy with a great quality of life – leading to thriving communities, growing businesses, high prosperity and low inequality where people enjoy better health throughout their lives.

This role is based within [Family Support and Child Protection](#)  
Find out more about [working for Kirklees](#).

## The Job

This role is a key role in supporting the delivery of high quality services through the delivery of duties including:

- Provision of specialist technical administrative support and advice.
- Design, develop, implement and monitor efficient and effective business support processes and systems
- Information and record management as directed.
- Resolution of complex problems and queries.
- Accountable for expenditure from an agreed budget or accounting for cash, cheques, invoices etc.
- Undertake specific projects and research.
- Analysis and production of management information.
- Procurement, stock and asset management.
- Management of a team(s).
- Management of work flow within service.
- Liaison across Directorates and external agencies as appropriate.
- Lead and co-ordinate for building related issues.

## Job Checklist

- Deliver an effective, flexible and responsive business support service, ensuring effective and appropriate systems are developed, implemented, maintained and monitored to support the work of the team, manager and service
- Performance and progress of the team(s) is supported and monitored through the provision of effective leadership, management, support and training.
- Promotion of high customer care standards to ensure Customers receive an excellent service, measured through high customer satisfaction levels and customers who may be upset and/or present challenging behaviour are dealt with effectively.
- Effective and appropriate systems are developed, implemented, maintained and monitored to support the work of the team, manager, service and Council.
- Contribution to the delivery and improvement of the service through management duties and leading an area of expertise.
- Accurate calculations, data input/extraction and information management is undertaken (using manual and computerised systems) to given deadlines and accurate statistical and management information is produced in an appropriate and accessible format.
- Research is carried out to support the delivery of services and reports are produced as directed.
- Financial resources are managed accurately and effectively in compliance with Council financial regulations.
- Ensure health and safety principles are integral to all working practices.

## The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

In your role you will support the progress and performance of the team through effective leadership, supervision, support and training, managing the team resource effectively and keeping up to date with best practice, innovations and developments.

You will be required to build and maintain effective working relationships with a wide range of people and assist with specific projects. This work may involve working independently and using your own initiative to resolve and respond to a variety of complex problems or queries, giving advice and guidance to others.

You will have the ability to analyse complex statistical information and be able to produce management information as required, with excellent levels of attention to detail and accuracy.

You will be expected to deal with information which may be confidential or sensitive. You may also be required to attend internal or external meetings on behalf of the service.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honest
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council manager within the organisation.

This role is at level 2. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

## Person Checklist

- Business Administration NVQ Level 4, or able to demonstrate equivalent skills.
- Experience of providing business support services in a large organisation.
- Ability to plan, develop, monitor and review the use of efficient and effective business support processes and systems.
- Able to demonstrate effective staff management skills.
- Advanced, technical and specialist 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.
- Literacy and numeracy skills to be able to produce complex and specialist documentation and statistical information.
- Knowledge of project management techniques, and the ability to prioritise and manage ongoing project work.
- Ability to make and maintain records of meetings and decisions and track progress in implementing recommendations.
- Demonstrate and promote excellent customer service at all times.
- Committed to personal and career development and willing to undertake further training.
- Flexible and adaptable approach to working within the team.
- Able to travel to meetings at different work locations when required.
- This job *may* require an Enhanced Disclosure & Barring Service check. A conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

*This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.*

**For Recruitment Purposes:** In order to be shortlisted for this job please demonstrate in your application how you meet the Person Checklist.