

Business Support Manager – Grade 8

At Kirklees we work in an innovative and creative way to deliver our services to our communities. 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 first class and efficient administrative support skills.

You will lead a team or provide specialist 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 Adults, Housing & Health.

The Job

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

- Complex and specialist word processing
- Provision of specialist technical admin support and advice
- Data processing (adaptations, development, input and retrieval)
- Information and records management
- Resolution of complex enquiries and complaints
- Accountable for expenditure from an agreed budget, or account for cash, cheques, invoices, etc.
- Undertake specific projects and research as directed
- Analysis and production of management information
- Purchasing of supplies and services
- Management of a team
- Management of workflow within the team

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.
- Promote high customer care standards to ensure customers receive an excellent service.
- Contribute to the delivery and improvement of the service through supervisory duties and leading an area of expertise.
- Performance and progression of the team is supported and monitored through the provision of effective team management, support and training.
- Policies and procedures are followed to ensure the effective management of stock and services.
- Accurate calculations, data input/retrieval and information management is undertaken to given deadlines and accurate statistical and management information is produced in an accessible format.
- Deal with confidential and sensitive information in an appropriate manner.
- Money and financial information is dealt with accurately and effectively, including reconciliation, monitoring, updating and dealing with any discrepancies.
- Research is carried out to support the delivery of the service.
- Ensure health and safety principles are followed.
- Please click [here](#) to see your responsibilities related to safeguarding.

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. The right behaviours and attitudes are as important to us as the skills you bring to the job.

Flexible and proactive, with a positive approach, you are open to new ways of working and keen to provide excellent customer service.

In your role as Team Leader 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.

Having excellent interpersonal skills in order to build and maintain effective working relationships with a broad range of people, your work may involve resolving and responding to a variety of complex queries and giving advice and guidance to others within the business support function.

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.

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. To find out more about Council Behaviours and Expectations please click [here](#). These will be tested throughout the selection process.

Person Checklist

- Experience of providing business support services in a large organization.
- Ability to plan, develop, monitor and review the use of financial resources.
- Knowledge of project management techniques, and the ability to prioritise and manage ongoing project work.
- 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.
- Literacy skills to be able to produce complex and specialist documentation.
- Numeracy skills to be able to produce statistical information and deal with, for example petty cash.
- Business Administration NVQ Level 4 or able to demonstrate equivalent skills.
- Demonstrates and promotes excellent customer service at all times.
- Is committed to personal and career development and is 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.
- Ability to undertake line management responsibilities including effective leadership, supervision, support and training.
- Coordination, facilitation and accurate recording of meetings in the form of minutes prepared in a timely manner.

This job may require an Enhanced Disclosure and Barring Service Check.

A conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.