

A Day in the Life....

Business Support Manager – Improvement and Relationships Customers & Communities

What we do:

- Support vulnerable people in communities and prevent needs escalating to high end care
- Help people live the life they want by enabling carers, families, and communities to support themselves
- Develop an umbrella of core community-based delivery services

Our Services include:

- **Access, Strategy & Delivery** (Kirklees Direct, Out of Hours/CCTV, Registrations & Customers Service Centres)
- **Local Integrated Partnerships** (Community Plus, Wellness & Libraries)
- **Communities** (Cohesion, Domestic Abuse, Migration/Resettlement, Safer & Prevent)
- **Improvement & Relationships** (Local Area Co-ordination & Project Management)

This is an exciting opportunity to work for the Improvement and Relationships Team within the Customers and Communities Service under the Adults, Housing and Health Directorate. The team are currently working on two key areas which cover Local Area Co-ordination and Project Management. The work is an integral part of the council wide Early Intervention and Prevention and Transformation programme.

You will be based in Huddersfield Town Centre, though currently the teams are working from home or out in the community.

You will manage the breadth and complexities of the office admin function and capacity resource of business support officers for two growing teams, alleviating pressures and enabling them to focus on service and change management delivery.

In summary, your typical day will involve....

- Management of a business office team.
- Workflow management, prioritisation and responding to urgent and critical requests.
- Coordination, facilitation and minute taking for meetings and diary management for senior staff.
- Developing the Business Office Document Suite
- Servicing and improving the Business Planning Cycle
- Managing intelligence returns / spreadsheets
- Providing HR and recruitment system support to the team

You will need to have strong customer care skills and be flexible enough to respond to changes in direction. Due to the sensitive nature of this work, you will be required to have a good understanding of confidentiality and work within the Council's policies for using and managing sensitive information.

For further information, please contact Sarah Nunns, CSE Project Manager on 01484 221000 Ext 77074 or Noreen Bhuta, Project Manager, Service systems design and performance on 01484 221000 Ext 71140