

Business Support Manager – Grade 8

Job purpose

At Kirklees we work in an innovative and creative way work 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 your 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 a Council Wide Role the job focus sheet will explain the service specific requirements. Find out more about [working for Kirklees](#).

Key areas of responsibility

- 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
- 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 are undertaken to given deadlines and accurate statistical and management information is produced in an accessible format.
- Deal with confidential and sensitive information in appropriate manner.
- Money and financial information are 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.

Position of job in organisational structure

See specific Job focus sheet

Employee Specification

See specific job focus sheet

Behaviours and expectations

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
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

This Job 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 Office Use Only:

Job Category	Business Support	Grading ID	61930
Job ID	80100181	Last Updated	June 2020

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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	J Drake		