

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 9 Business Support Officers – offering 1:1s bimonthly and annual appraisals.

As part of the wider management team, you will be expected to support the Service Managers, the Independent Reviewing Officers and offer some support to other areas in the Resources, Improvements and Partnership Directorate and other partner agencies.

You will also be responsible for the administrative and some financial needs of the service, ordering stationery, train tickets, overnight stays and a small petty cash holding (using SAP ordering and the SAP GUI system)

The role involves building management of Silver Court and a room in the Walsh Building (Dewsbury Information Centre), liaising with asset management, caretakers, building services and Health and Safety.

A large part of the role is allocating Child Protection Conferences to the Independent Reviewing Officers and BSOs, this 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:

- Managing a team of 9 Business support officers
- Supervisions / appraisals of the team
- Chairing team meetings
- Allocation of Child Protection cases to the Independent Reviewing Officers and the Business Support Officers adhering to strict statutory timescales. Allocation of CLA cases to the BSOs
- Weekly reports of timeliness of Initial Child Protection Conferences and review conferences for Service Directors, Heads of Service and Service Managers.
- Monthly Report for the Quality Assurance Scrutiny Panel of the figures in the Child Protection and Review Unit
- Monthly workload charts to show the service demand for the BSO team
- Liaising with partner agencies and services within the children and families service to ensure the services are working together effectively.
- Assisting in projects to maintain/improve the service delivery of quality assurance.

- Analysing data collected from various sources including Microsoft Forms, the Tableau Dashboards and interrogation of Liquid Logic to produce reports for the stakeholders of the projects.
- Superuser support of Liquid Logic) for the team of Independent Reviewing Officers and any other requests regarding IT or administration.
- Entering requests for new and updated changes to Liquid Logic, evaluating the updates on the test system and reporting back to IT.
- Streamlining the practices within the Business Support Team, then designing the procedures and user-friendly working guides to assist new and existing staff on up-to-date processes and methods.
- Organising and chairing task and finish groups to maintain and improve how Child Protection meetings are being held.
- Writing minutes for higher level management meetings as required.
- Adhering to the council's GDPR policies and liaising with the Information Governance department to report and discuss any breaches or potential breaches.
- Ordering equipment using the SAP system / online using the purchasing card and recording on the management system / petty cash on the SAP GUI system
- Diary management for duty and ICPC slots (biannually)
- Support for Practice Learning Days building Microsoft Forms
- Providing support for consultation with professionals, families, and children (via Forms / Text message service and written feedback)
- Liaising with NHS and gathering data for Data mismatches (CP-IS)

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, qualifications, skills, and experience	Shortlisting criteria
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
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	March 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		