

Business Support Manager – Duty & Advice
(Grade 8 – 37 hours)
Currently based at Civic Centre 3 & working from home
A day in the life

Duty and Advice is the front door service for Children's Social care, where new potential safeguarding concerns are shared by professionals or members of the public.

Being part of a frontline service, the Business Support Manager will complete a variety of tasks, ultimately supporting the administrative and financial needs of the team. You will be working alongside the wider management team to ensure the co-operation of the Council and partners, in providing efficient and effective services to improve outcomes for children and young people.

You will have line management responsibility for ten Business Support Officers across the different teams within the front door of Childrens Services. The three main teams are Duty and Advice, Emergency Duty Service and the Risks & Vulnerabilities Team, soon to merge with the Youth Engagement Service. The role 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 and building restorative practises.

Job Summary

- Management of a team of dedicated Business Support Officers
- Management of workflow within the team
- Complex and specialist word processing
- Provision of specialist technical admin support and advice
- Data processing (analysis, 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

General everyday tasks may involve the below, but are not limited to:

- Attending and contributing to service management meetings/away days
- Minuting performance meetings and higher-level meetings within the service
- Granting access rights on Liquid Logic and creating addresses
- Interrogating/updating Liquid Logic – data integrity
- Diary Management
- Imprest holder for the Service – responsible for the ordering, recording and reconciliation of petty cash.
- Service liaison with HD-One Finance for bank payments and general finance queries.

- Advanced SAP Approver up to £25'000 – approving orders and invoices.
- Coding and approving purchasing transactions on Barclaycard Spend Management.
- Service liaison/contact with IT
- Service liaison/contact with Asset Management re Building issues/Office moves
- Involved in inductions for new staff – ordering equipment, setting up IT accounts, training, building issues.
- Supporting the management team with recruitment of staff – arranging interviews, processing applicants on the Oleeo system, supporting on the day, arranging Young Peoples panels, liaising with HR.
- Supervision of staff
- Helping answer Freedom of Information requests
- Screening phone calls when required
- General clerical tasks