

Business Support Manager - Grade 8

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 and technical 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.

The job is based within Learning and Early Support. Find out more about [working for Kirklees](#). Please see your responsibilities related to [safeguarding](#).

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 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.

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 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.

You will be required to build and maintain effective working relationships with a wide range of people and assist with specific projects. This work may involve working independently and using your own initiative to resolve and respond to a variety of complex problems or queries, giving advice and guidance to others

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.

You will be expected to deal with information which may be confidential or sensitive. You may also be required to attend internal or external meetings on behalf of the service.

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

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 1. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

Person Checklist

Experience of providing business support services in a large organisation.

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, technical and specialist 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

Demonstrate and promote excellent customer service at all times

Committed to personal and career development and 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

This job may require an Enhanced Disclosure & Barry Service check. A conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

This Role 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 Recruitment Purposes: In order to be considered for this role you will need to demonstrate your abilities to meet the criteria outlined in this Job Profile