

A Day in the Life.....

Business Support Manager - Deprivation of Liberty Safeguards (DoLS)

The DoLS Business Support Manager supports the admin team and works closely with operational colleagues. The admin work is based on the Mental Capacity Act legal framework and as such is statutory in nature (including tight timescales requiring negotiation), is heavily process-based and technical. A pro-active approach along with drive and enthusiasm is required. Duties of the post holder include:

- Support the team to efficiently process statutory functions of the Deprivation of Liberty Safeguards applications. *This is a statutory responsibility of the Council.*
- Provision of specialist technical administrative support and advice including diary management
- Resolution of complex problems, queries and complaints
- Design, develop, implement and monitor efficient and effective business support processes and systems
- Undertake specific projects and research
- Liaise with DOLS consultants, managers and colleagues across Directorates and external agencies as appropriate
- Lead and co-ordinate building and office related issues
- Analysis and production of management information
- Line management of the DoLS Admin team. Currently there are 5 business support officers on Grade 6
- Supervisions
- Appraisals
- Workflow management
- Team meetings
- Absence management
- Promote council behaviours and expectations
- Support the team to undertake professional and personal CPD
- SAP, ESS, MSS, Requisitioner and Approver roles
- Recruitment within the team

The post holder will be line managed by Suki Randhawa, Business Development and Improvement Manager and will also be supported by Sumayya Hanson, MCA Dols Lead Professional.