

Business Support Manager – Grade 9

Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so 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.

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

- 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
- Performance and progress of the team(s) is supported and monitored through the provision of effective leadership, management, support, and training.
- Promotion of high customer care standards to ensure Customers receive an excellent service, measured through high customer satisfaction levels and customers who may be upset and/or present challenging behaviour are dealt with effectively.
- Effective and appropriate systems are developed, implemented, maintained, and monitored to support the work of the team, manager, service, and Council.
- Contribution to the delivery and improvement of the service through management duties and leading an area of expertise.
- Accurate calculations, data input/extraction and information management are undertaken (using manual and computerised systems) to given deadlines and accurate statistical and management information is produced in an appropriate and accessible format.

- Financial resources are managed accurately and effectively in compliance with Council financial regulations.
- Ensure health and safety principles are integral to all working practices.

Position of job in organisational structure

See specific Job Focus sheet.

Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Business Administration NVQ Level 4, or able to demonstrate equivalent skills.	Essential
Experience of providing business support services in a large organisation.	Essential
Ability to plan, develop, monitor, and review the use of efficient and effective business support processes and systems.	Essential
Able to demonstrate effective staff management skills.	Essential
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.	Essential
Literacy and numeracy skills to be able to produce complex and specialist documentation and statistical information.	Essential
Knowledge of project management techniques, and the ability to prioritise and manage ongoing project work.	Essential
Ability to make and maintain records of meetings and decisions and track progress in implementing recommendations.	Essential
Demonstrate and promote excellent customer service at all times.	Essential
Committed to personal and career development and willing to undertake further training.	Essential
Flexible and adaptable approach to working within the team.	Essential
Able to travel to meetings at different work locations when required.	Essential
This job may require an Enhanced Disclosure & Barring Service check. A conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

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](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

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	61870
Job ID	80100182	Last Updated	April 2020
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	See Job Focus	DBS Type	See Job Focus
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	J Drake		