

Job Purpose

At Kirklees we want to be innovative and creative in the way we work to deliver services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work.

Kirklees Business Solutions is the platform used to provide a wide range of services for schools including, education and learning, facilities management and professional services. We also offer an expanding portfolio of training courses and events.

We have a passion for improving the learning opportunities for all children and young people. Our approach embodies effective partnership working, encourages innovation and allows us to build relationships with partners that empowers and leads to sustainable good practice.

The platform allows for a one stop shop to meet the needs of schools offering a range of services that are complementary and add value to schools and settings as businesses.

You will be part of contributing to and delivering the developments of Kirklees Business Solutions ensuring that Services have the technical ability to utilise the full potential of the system.

You will liaise with customers and support service providers working with schools supporting them to develop products, services and packages which meet customer's needs and explore opportunities for income generation and will work across the Council on the delivery of services to schools and education providers including school governors and early years providers.

You will work closely with service providers to ensure customers receive quality services that are value for money. You will alongside the Business Development Manager provide business focussed solutions to Services to enable them to enhance, develop and improve the services they offer.

You will support with the annual cycle of buy back ensuring that Services have reviewed their offer and charges and support them to achieve financial viability in meeting income targets.

You will have links with Education Learning and Partnership Board, Education Services Committee and Schools forum supporting the Business Development Manager and service providers to grow and develop an LA offer that responds to the needs of customers.

You will work in partnership with service providers and schools to ensure that the processes and financial management of Business Solutions and financial transactions are efficient, effective and fit for purpose for all involved.

You will positively communicate with schools ensuring key messages are shared in a timely way and that schools are actively engaging with Kirklees Business Solutions.

This role is based within Learning and Early Support, find out more about [working for Kirklees](#).

Key Areas of Responsibility

- The post holder will support the management and development of Kirklees Business Solutions platform.
- Support services to develop products, services and packages and ensure all pricing information is loaded onto the system in a timely manner.
- To work collaboratively with colleagues and partners to promote a commercial culture of continuous improvement to deliver higher quality services.
- Work closely with schools, the Learning Service, the Commercial team and other Council services to strengthen the partnership and working relationship so that traded services activity impacts positively on standards of teaching and learning.
- Help service providers deliver quality services by supporting improvement initiatives that meet the council's strategic priorities and values.
- Work closely with relevant boards, committees and forums by providing data analysis and reports which ensure that key outcomes and business targets are met.
- Positively promote Services for schools across the Council, with schools and partners to strengthen relationships.
- Process all enquiries from customers and managers in relation to finance matters and support the delivery of a comprehensive training offer.
- Develop and facilitate processes for day to day financial management of Business Solutions, and the processing of financial transactions through the platform.
- Support the management and development of traded services to schools to ensure they are of high quality, financially viable, competitive and operate within a sustainable operational model.
- The post holder will work alongside traded services to schools to explore new opportunities for income generation.
- Work with the Business Development Manager to support the governance structure by ensuring traded services to schools have:
 - a consistently high level of customer focus
 - an up-to-date business plans

- Use the business intelligence from the Business Solutions platform, along with other performance management systems, to monitor and report on traded services to schools e.g. activity levels and contribution to corporate policies or outcomes.
- Assume a lead role on specific work streams allocated by the Business Development Manager.
- Practical approach to problem solving and data analysis that helps deliver project objectives.
- Ability to appraise charging, trading and investment opportunities to generate income and/or reduce costs utilising data and trends to inform.
- Effective communication with a large variety of stakeholders.
- Understanding and financial awareness of issues affecting schools and the Council.
- You will help services to develop products, services and packages which meet school needs

Decisions

Bullet points outlining initiative and independence with work and decisions

- You will have an understanding and awareness of traded services to enable you to make recommendations and seek solutions
- Responsible for ensuring all pricing information is loaded onto the system in a timely manner.
- You will be expected to meet regular deadlines and process financial transactions throughout the year in order that payment schedules are met, and charges are made in a timely way
- Responsible for appraising charging, trading and investment opportunities to generate income or reduce costs using your knowledge and awareness of LA and Educational proprieties
- Use data and intelligence to produce reports and make recommendations for developments/opportunities for growth
- Work on change management projects, helping to bring them to successful conclusion
- Ensure services across the LA including Finance, Commercial Team, Payroll, and HR to ensure a clear and consistent understanding and awareness of priorities and deadlines
- Create network opportunities with service managers, schools, other partners.
- Please see your responsibilities related to [safeguarding](#).

Resources – Financial & Equipment

The post holder will be required to have awareness and understanding of school and LA finances.

You must have relevant experience of working in a commercial environment or developing initiatives into a deliverable business model

You will support services across Kirklees to review their service offer, pricing policies, financial viability, and improvement plans.

You must have good knowledge of school and LA financial management and VAT.

The business solutions platform currently processes £18million of transactions. Working with Finance, HD One, the Commercial Team and the Communications Team you will help to ensure robust systems and processes are in place, deadlines are met, and information is accurate.

Work Environment

Work Demands

- You will work with all services across the LA and partners trading with schools as well as statutory services
- You will be expected to meet regular deadlines and process financial transactions throughout the year in order that payment schedules are met, and charges are made in a timely way
- You will help develop performance management systems to monitor and report on activity levels, impact and achievements to relevant Boards, Committees and Forums.
- You will act as an advocate for Kirklees Business Solutions and work collaboratively with Schools, traded services, the Commercial team and other partners to promote a culture of continuous improvement.
- You will be expected to meet deadlines for monthly re-charges and particularly around the buyback cycle and financial year ends.

Physical Demands

- The post holder will predominately be office based.
- You will be expected to support and deliver presentations and demonstrations and training for individuals and groups

Working Conditions/Work Context

- You will work in an office environment most of the time
- You will be required to attend a variety of meetings, make school visits and attend other settings
- Required to attend briefings, training and events which may require work outside normal office hours

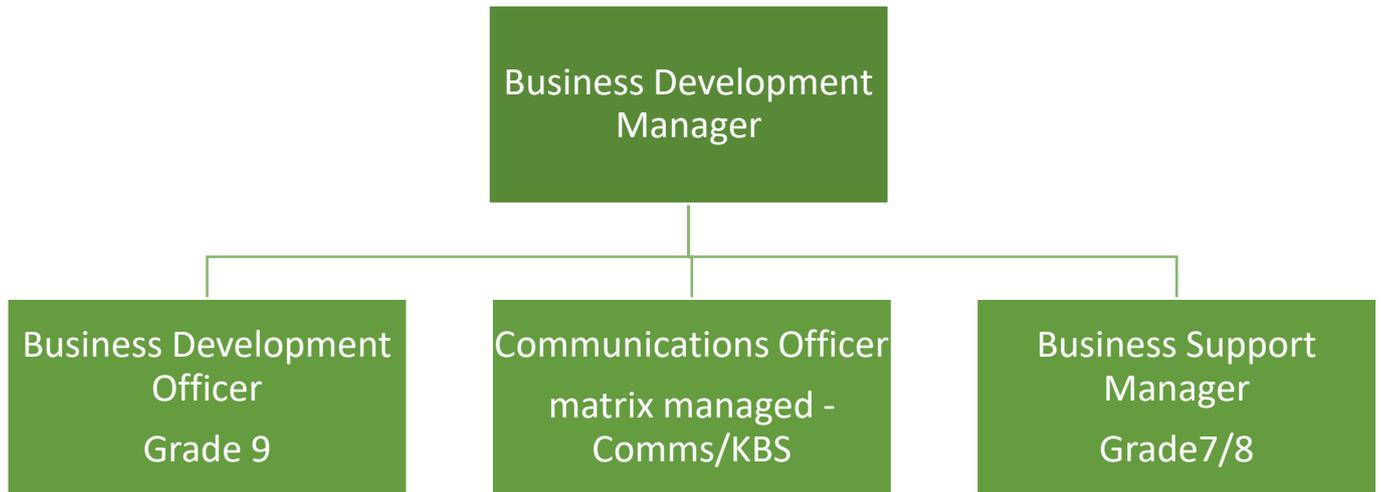
Communication Skills

- You will have strong business partnering and teamwork skills
- You will effectively manage and process all enquiries from customers and managers particularly in relation to financial matters relating to the Business Solutions platform
- The role will involve working with traded services to schools on a regular basis to ensure good relationships are built and maintained.
- You will be expected to apply influencing, negotiating and effective communication skills in the pursuit of delivering project objectives.

Responsibility for People

- Supporting service providers and customers to have access to Kirklees Business Solutions platform and that they are equipped to get the best out of it.
- You will be a point of contact for service providers, offering advice, guidance and support in relation to their offer, trading with schools and financial viability.
- You will support with the coordination of the annual buy back cycle and related activity in a timely way allowing customers to make informed decisions about purchasing services.

Position of Job in organisational structure



Knowledge, Qualifications, Skills and Experience	Shortlisting Criteria
Good knowledge and understanding of LA and School funding and finances including VAT	Essential
Awareness of the challenges facing schools and LA to support best value services being offered and financial viability for service providers	Essential
Understanding of legislative requirement for information governance and security in dealing with sensitive and confidential information, including privacy statements and data sharing agreements	Desirable
Knowledge and experience of good financial management to ensure effective systems and processes are in place	Essential
Awareness and understanding of safeguarding and what to do if concerns are identified	Desirable
Awareness and understanding of how traded activity contributes to good standards of teaching and learning	Essential
Knowledge and understanding of procurement rules, contracts and Service Level Agreement's	Essential
Understand the issues facing local government	Desirable
Ability to encourage service providers to deliver services to the highest standards meeting the needs of customers	Essential
Experience of writing and implementing business plans and monitoring progress	Desirable
An understanding of budget monitoring and knowledge of business models to support service providers to review their offer and achieve financial viability	Essential
The ability to communicate effectively, building and maintaining effective relationships with all stakeholders	Essential
Experience of working in partnership with a range of people internal and external	Essential
Experience of organising events and delivering training to a wide range of audiences	Desirable
Experience of responding to customer need and making recommendations for income generation opportunities	Essential
Experience of working in a commercial environment	Desirable
The skills and ability to use web-based platforms and systems ensuring they are utilised to their full potential	Essential
Behaviours and expectations	
<p>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:</p> <ul style="list-style-type: none"> • Positive • Honesty • Respectful 	

Job Profile

Kirklees Business Solutions Business Development Officer Grade 9

- Flexible
- Communicative
- Supportive

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

This role is at level **2**. Find out more about the Council's [Behaviours and Expectations](#).

General Information

See your responsibilities related to [Safeguarding](#).

Due to the nature of the role there is a requirement to occasionally work outside normal office hours as some events will take place in the evening and at weekends. The post holder will be required to travel to a variety of locations both locally and regionally."

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.