Business Support Team Lead (Tier 4B)

Directorate: **Service area:**	Resources Directorate Business and Customer Services
Accountable to:	Business Support Hub Delivery Lead (Tier 4A Delivery Lead)
Accountable for:	10-17 members of staff
Politically restricted post	Not politically restricted
Delivery teams:	Business Support Teams

Context

Warwickshire County Council's Business and Customer Support Service is fundamental to front line service delivery. It offers a professional, flexible and knowledgeable service to teams across the organisation and supports transformational change through the identification of system and process improvements. The Service operates on a hub and spoke delivery model supporting all three Directorates across multiple WCC sites.

Specific role assignment

Delivery responsibilities	Responsible for the operational delivery of business support to a number of assigned services, potentially across more than one WCC site.
	Responsible for the line management, motivation and performance of a team of business support staff providing a range of service specific business support services.
	Responsible for developing and managing a range of efficient business support processes, procedures and standards in order to ensure effective service delivery.
	Assist the Business Support Hub Delivery Lead with ensuring the service specific offers are accurate; managing commissioning requests; and ensuring a good working relationship with service managers.
	Understand customer specific needs in order to ensure the team is equipped to meet them e.g. knowledge, legislation etc.
	Promote the role of the business support service and champion self-sufficiency and innovation with assigned services.
	Ensure the continuous identification of process and system improvements to help business support and the services they work with deliver efficient and effective support to customers.

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*service = service, team, functions

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	Ensure the delivery of a professional, flexible, knowledgeable, customer-focused service, ensuring that the team's resources are deployed efficiently and effectively to meet service needs.
	Ensure effective communication and routine best practice sharing across the team and business support service.
	Collect and monitor team performance management information and take any corrective action where required.
	Ensure the team responds effectively and efficiently to customers and take independent decisions on less routine enquiries.
	Undertake a range of financial administrative tasks as identified in the service specific offers.
	Ensure that any complex data is accurately and securely maintained and retrieved within the team in a timely manner as identified in the service specific offers.
	Ensure that the use of ICT is maximised within the team to enhance the efficiency and quality of support and service provision.
Key business measures	Reduction in unit cost position by better demand management year on year
	Reduction in agency staff spend year on year
	Reduction in the duplication of effort by bringing together common activities and more effective processes
	Increase in professional development of business support workforce by improved talent management
	Increase in resilience of business support by better resource management
	Increase in self-serve and self-sufficiency across the organisation through better digital capability
Statutory responsibilities *(if applicable)*	N/A
Specific experience	Developing leadership skills with experience of supervising and managing a small team.

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	Has a broad range of practical & procedural knowledge of business support functions.
	Is able to independently interpret and analyse information and facts to solve varied problems.
	Is able to communicate, in person and/or in writing, a variety of information to a range of people.
	Ability to maximise the use of ICT for the benefit of effective service delivery.
	Ability to organise own workload and decide priorities.
	Ability to use own initiative to respond independently to difficult problems and unexpected situations and to work under pressure including meeting deadlines and dealing with interruption
Specific qualifications/and registration	Significant experience in a Business Support environment and experience in operational management.
Budget responsibility	N/A
FTE responsibility (line management)	Responsibility for managing a team of Senior Business Support Officers, Business Support Officers and Assistant Business Support Officers. 10-17 direct reports
Key stakeholder relationships	Service Managers Departmental colleagues Other council employees External partner organisations Government bodies Contractors/suppliers Members of the public

Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	● Deliver in year service plan (1 year) ● Effective contract and supplier management ● Meet budget, savings and income targets

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

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Generic Capability	Descriptor
Performance & standards	● Statutory compliance ● Professional practice ● Procedure compliance

- Execute the statutory or regulatory duties are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	● Deliver operational performance objectives ● Manage the workforce ● Deliver continuous improvement plans

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

Generic leadership competencies

Capability	Descriptor
People Management	● Workforce development ● Workforce planning

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	● Monitors the service performance framework ● Effective service design

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives

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- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
Organisational leadership & resilience	- Deals with performance issues - Maintains business continuity - Role model of how we work principles

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA

High performing   Collaborative   Customer focused   Accountable   Trustworthy

Our Behaviours

do what we say

move with purpose and energy

focus on solutions

help people and communities to find their own solutions

build strong working relationships

be the best we can be

Strategy... the direction we will take to achieve our outcomes

Plan... what we will do to achieve the strategy

Commissioning...the process of how we will plan, purchase and monitor our services

Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes

Operational Commissioning... the process for meeting need at an individual level or to a specific group

Delivery..providing services to our customers

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