



## Job Description

Job Title: Business Support Team Leader SQAS

POSCODE:

Grade: I

### Overall Purpose of Role

**Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.**

To line manage a Business Support team who provide a comprehensive, proactive and effective business support service within the Safeguarding and Quality Assurance Service, with specific focus on Children in Care Reviews, Quality Assurance and Local Authority Designated Officer (LADO) services.

To manage a team, successfully managing performance and delivering outcomes as defined in the key performance indicators for the above-named services. To work closely with colleagues in SQAS Business Support Child Protection Conference Service.

### Main Accountabilities

Main Accountabilities	
1	To manage a business support team that is responsive to the needs of SQAS (Children in Care reviews, QA and LADO focus). To effectively allocate the resources of the team to meet operational requirements
2	To supervise the allocation, standard and completion of work on a wide range of activity, recommending and implementing change to support efficient service delivery
3	To supervise the maintenance and accuracy of records / management information systems relevant to the service. Working with your peer business support team leader to initiate and implement changes to meet service standards and support business needs
4	To initiate and maintain a wide range of positive professional relationships with colleagues, and internal and external service users to deliver services to required standards. To develop strong business relationships with the operational leads of relevant services
5	To hold and lead a comprehensive understanding of the service areas supported to ensure the effective delivery of business support. These areas will include Looked After Children Reviews, Quality Assurance, and LADO. The role will also require close working with business support colleagues supporting Child Protection Conferencing, and other areas as identified

6	To provide reporting and management information to the SQAS management team which evidences the delivery of effective Business Support / menu of services
7	To shape and lead a team, successfully managing performance and delivering outcomes, including management of annual appraisals
8	To work closely and jointly with the other service members as required to ensure continuity of support for Children Services and undertake other tasks appropriate to the role to meet the needs of the business
9	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
10	To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust.

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*  
 We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
Able to demonstrate a good level of general education to GCSE standard in	Mathematics and English Grade C or above	E
NVQ3 or equivalent relevant professional experience	Management, leadership, customer Services	E

Minimum levels of knowledge, skills and experience required for this post

Identify	Details	Essential/Desirable
<b>Knowledge:</b>		
Local Government	A knowledge of working within a local government setting and working across key stakeholders	D
Children's Services	Experience of working within a Children's Service environment	D

Business Support	Significant experience of working within a business support function in a complex organisation.	E
	Extensive experience at Senior Administrator level or above.	D
<b>Skills:</b>		
Numeracy	High level of numeracy skills and the ability to analyse and present data and information in a clear and concise way	E
IT	Competent in the use of IT systems including Microsoft Office	E
Communication	Must be able to effectively communicate in a range of mediums including written and verbal communication	E
<b>Experience:</b>		
Project Management	Experience and practice of supporting key projects, processes, systems and activities.	E
Team Management	Experience of managing a business unit within the Local Government arena.	D
Working Relationships	Experience of establishing strong working and effective relationships across numerous stakeholder groups.	E
Change Management	Experience of working within a fast changing, dynamic environment.	E
<b>Equal opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E
<b>Safeguarding</b> <i>(include for roles working with children/vulnerable adults)</i>	Demonstrate an understanding of the safe working practices that apply to this role.	E
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	E

<b>Disclosure level</b>	
<b>What DBS Level is required for this post?</b>	
None	<input type="checkbox"/>
Standard	<input type="checkbox"/>
Enhanced Child Only	<input checked="" type="checkbox"/>
Enhanced Child/Adult Bar	<input type="checkbox"/>

## Working Arrangements

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)

Fixed

Flexible

Field

Home