



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Business Support Team Leader

Grade: I

Reports to: Service Manager

Responsible for: Management of Business Support Team

Directorate and Service area: Learning Skills and Education

Purpose of the job

The Educational Inclusion and Partnerships Team fulfil the statutory duties of the local authority pertaining to children and young people of statutory school age including Elective home Education (EHE), Children Missing Education (CME), Child Employment and Entertainment (CEE), securing 6th day provision following Permanent Exclusion and investigations for the offence of failing to secure regular school attendance. To support the delivery of these duties we require a Business Support Team Leader to undertake line management of Business Support Officers.

Principal responsibilities

1. Supervise a small team of Business Support Officers through supervisory, training, induction, recruitment responsibilities and the allocation of associated tasks and resources.
2. Support Senior Management with the production, manipulation and maintenance of data using a variety of IT systems.
3. Thorough knowledge of Processes, systems and legislation associated with the service area.
4. Supervise the development and review of associated policy and processes.
5. To interact with colleagues, supervisors, managers, other service areas and the public.
6. Scheduling and co-ordination of own work and allocation to others, taking responsibility for the completion of tasks within internal, external, and statutory timescales.

7. Undertake additional tasks to support the Service Manager in accordance with the role and functions of the post.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

| Attributes | Essential criteria | Desirable criteria |
|--|--|--|
| Education, Qualifications and Training | GCSE, NVQ Level 3 or equivalent in a relevant subject and/or Extensive experience at Senior administrator level and Appropriate level of literacy and numeracy | Understanding of corporate equality standards and diversity issues and impact on immediate work and service area. Working towards appropriate relevant qualifications in specialist area. |

| Attributes | Essential criteria | Desirable criteria |
|---------------------------------|--|--------------------|
| <p>Experience and Knowledge</p> | <p>Allocating, managing, monitoring resources: Ensure the provision of resources and office supplies to minimise waste and maintain the effective operation of the service area.</p> <p>Contribute to the monitoring of budgets or be allocated a small budget to ensure the effective operation of the service area.</p> <p>Operating Equipment: Supervise staff operating office equipment and software to provide an effective service to the public, internal service users and to meet service requirements.</p> <p>The team: Supervise, coach and mentor less experienced colleagues and team members to support the achievement of individual and team performance and development objectives.</p> <p>Electronic Filing and retrieving documents: Supervise the filing, retrieval and archiving systems within the team, initiating recommending and drafting changes when appropriate, to maintain an effective service to the service users.</p> <p>Record Keeping: Supervise the maintenance and accuracy of manual and computerised records/management information systems sometimes initiating and implementing change to meet service standards and support business needs.</p> | |

| Attributes | Essential criteria | Desirable criteria |
|--------------------|---|--|
| | <p>Providing Clerical and other support/guidance to service users: Provide administrative and / or secretarial support and guidance on more diverse often confidential issues to internal and external service users to support efficient service delivery requirements.</p> <p>Handling enquiries and queries and undertaking reception duties: Supervise and handle more detailed and complex issues referred by the team and others and respond to complaints to ensure that correct procedures are followed and service standards met.</p> <p>Dealing with formal correspondence: Sort, refer, monitor progress and respond to formal correspondence and draft straight forward responses to formal correspondence requiring management approval, to ensure that service standards and business requirements are met.</p> <p>Undertaking research and project work: Contribute to research and project implementation as identified by supervisors and service area business plans to meet service delivery requirements (ILACS/SEND Review/Ofsted)</p> | |
| Ability and Skills | <p>Provide Management Information: Gather, analyse and evaluate data and financial information related to the work area to support the production of management reports and information on service performance to meet service area requirements.</p> | <p>Understanding of corporate equalities standards and diversity issues and impact in immediate work and service area.</p> |

| Attributes | Essential criteria | Desirable criteria |
|------------|---|--------------------|
| | <p>Building Professional relationships: Initiate and maintain a wide range of positive professional relationships with colleagues, internal and external service users to deliver the service to required standards.</p> <p>Producing Documents: Supervise the allocation, standard and completion of work on a wide range of documents recommending and drafting change to support efficient service delivery.</p> <p>Planning and managing diaries and meeting schedules: Plan co-ordinate and implement personal diary and complex meetings schedules, provide documentation and notify attendees to ensure that business is completed within service standards and meets business requirements.</p> <p>Keep immediate manager fully briefed and updated on all meetings and events to facilitate effective business delivery.</p> <p>Health and safety awareness.</p> <p>Appropriate level of data protection, security and confidentiality awareness.</p> <p>Ability to utilise IT systems including manipulation of data.</p> | |

| Attributes | Essential criteria | Desirable criteria |
|---------------------|---|--------------------|
| | Ability to produce written reports. | |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. | |
| Additional Factors | | |