



Job Description

Job title	Business Support Team Leader	Hours	37 hours <i>Flexible working options are available</i>
Department	Housing and Projects	Salary	SK12 (£37,467 per annum)
Location	Council Offices, St Catherine's Road, Grantham	Contract	Permanent

Main Job Purpose

You will lead on:

- Developing and running an efficient and agile business support team to support the organisation.
- Administrative, financial and managerial support.
- Collaboration with Heads of Service to ensure standards are met, and members of the Senior Leadership Team to understand future business requirements and appropriate evolution of the team's role.

This role is not politically restricted.

Main Statement of Responsibilities

- To manage and monitor the work of the business support team
- Manage centralised budgets and work closely with colleagues across the organisation
- To develop the business support team and enable learning and development opportunities
- To implement, maintain and streamline procedures and relevant business support systems
- Collaborate with departments to identify business needs and business support opportunities
- Identify opportunities for business support initiatives and resource these appropriately
- Communicate, negotiate and build strong relationships across SKDC
- Monitor Procurement processes to ensure best value is achieved.
- To generate regular reports for senior management and deliver presentations when required
- To carry out any other duties as may be required by the line manager or service manager

Core values

Our vision is to "be the best district in which to live, work, and visit." To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.



Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Excellent interpersonal skills and ability to build effective relationships at all levels both internally and externally
- Presentation, time management and organisation skills with the ability to prioritise work to meet deadlines



- The ability to multi-task in a pressured environment, with excellent attention to detail
- Well-developed ICT skills, using spreadsheets to produce statistics and management information
- Experience of leading a business support environment
- Experience of managing and developing people
- Experience of working with people across all levels of an organisation
- Strong commitment to a customer focused service

Desirable

- Knowledge of local government procedures and practices
- An awareness of Lean Systems methodology and tools.

Relevant Qualifications

Essential

- Advanced use of Microsoft packages (Excel, Word and Outlook)

Desirable

- Practitioner Certificate in Data Management Essentials or equivalent qualification
- Current driving licence

Communication and Interpersonal Skills

Essential

- Self-motivated, committed, flexible, confident and assertive
- Analyse issues, and identifies and implements solutions
- Ability to relate and communicate at all levels across the organisation
- Professional, proactive and can work on own initiative
- Commitment to first class customer service
- Willing to undertake further training as required