Job Description

POST IDENTIFICATION

Post Title	Business Support Team Leader				
Grade	7	**Job Evaluation ID:**	4308	**Date Evaluated/Reviewed**	March 2025

Service Area	Adult Services				
Service Team	Business Support and Performance Team				
Responsible to	Team Manager				
Areas of Responsibility	Business Support				
Number of staff responsible for	10-20	**Political Restricted Role** *(refer to special conditions section)*	No	**DBS Required**	No
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

To be responsible for the line management of business and finance support staff ensuring the highest possible standards of support, customer care and service is provided to front line services.

KEY RESULT AREAS

1. To be responsible for the development of the business and financial support function of Social Services, in line with the strategic aims of the service, to continually develop service delivery according to current legislation.
2. To be responsible for developing relationships with partner agencies to progress joint working initiatives in relation to business and financial support.
3. To monitor the performance of team members in order to plan workloads to ensure efficient and effective support is provided and to follow up on any necessary training requirements as and when required.
4. To establish an audit system for the area and ensure appropriate performance indicators are in place to effectively monitor, manage and report on performance.
5. To be responsible for the support of specific service area projects as and when required to support the implementation of the Council's Improvement Agenda.
6. To be responsible for the development, implementation and business and finance support processes and procedures across Social Services.
7. To promote and develop the adoption of technological advances and solutions, ensuring staff are well equipped, to meet the needs of the service
8. To identify and escalate any issues that cannot be resolved through 'business as usual' processes to line management as appropriate
9. To ensure the principles of confidentiality are embedded with the service and that staff are fully aware of their obligations.
10. To promote a solution focussed culture that shares knowledge and best practise and utilises problem solving and continuous improvement in day-to day delivery of operations.
11. To be responsible for all aspects of managing the business support team, to include recruitment, induction, training and supervision of staff to support business continuity and resilience.
12. To ensure the service area complies with council policies, procedures and protocols and that good practice is shared with colleagues and managers

13. To promote and provide a safe working environment for all office-based staff and ensure compliance with health & safety legislation and council procedures; this will include production of risk assessments and maintenance of appropriate registers and documentation for all staff.

14. To adopt a flexible approach towards assisting with the work of social services as and when necessary.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
	ESSENTIAL	**DESIRABLE**
Qualifications	Minimum of 2 A levels or NVQ 3 or significant experience of working in an office environment	
Knowledge	Knowledge of standard computer software packages Knowledge of GDPR	Knowledge of and experience in the use of database systems Knowledge and understanding of Social Services
Experience	Significant demonstratable administrative experience within a busy office environment Demonstrable experience of supervising and managing staff Significant experience of developing business support processes and reporting systems Experience of using Word, Excel, Email and Internet within the workplace Experience of working with systems and mechanisms for the collation and analysis of data	Experience of completing, reviewing and adhering to Risk Assessments
Aptitude & Skills	Effective communication skills, both verbal and written Effective interpersonal and influencing skills Ability to set priorities, meet targets and continuously review the workload of the team Strong analytical and report writing skills with the ability to analyse and interpret complex data Be able to understand and ensure compliance with policies, practices and statutory regulation Be able to work to strict timescales under pressure, and motivate others to do the same Be able to demonstrate a high level of numeracy skills To comply with and ensure compliance with H+S Policy and Legislation	

EXPECTED BEHAVIOURS & VALUES

Manage the performance of people. Carry out 1-2-1's, My Reviews, the first stages of HR policies and develop people. Recognise respect and reward people's contribution valuing difference.

Share best practise and contribute to development of practises. Maintain a realistic and positive attitude to change.

Communicate in a straightforward way. Confidently handle challenging conversations. Encourage and be open to developmental feedback from others.

Use initiative to follow procedures to make appropriate decisions. Give feedback where these can be improved.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

Equal Opportunities	Understand and demonstrate a willingness to promote positively the Strategic Equality Plan of Newport City Council

Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements and will either be Welsh Essential or Welsh Desirable.

Welsh requirements for this post (see Welsh Language Skills Assessment for skill levels)

Welsh Language Skills		Desirable			
Listening / Speaking Skills	3	Writing Skills	3	Reading / Understanding Skills	3

Special Conditions

Disclosure & Barring Service Disclosures	Not Applicable
Politically Restricted	Not Applicable
Other (including physical demands and working conditions)	Not Applicable

Training

Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

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