**Manchester City Council**

**Role Profile**

**Business Support Lead Level 1, Grade 5**

**Highways Service, Neighbourhoods Directorate**

**Reports to: Business Support Manager**

**Job Family: Business Support**

**Key Role Descriptors:**

The role holder will act as a key member of the team in the provision of a quality, value-added business support.

The role holder will provide high quality, customer focused, flexible and timely business support directly contributing to the achievement of objectives of a high quality service.

The roleholder will play a key role in the development, maintenance and monitoring of effective management information systems to meet the needs of the service.

The role holder will effectively coordinate project work and lead on specific project work streams to support the delivery of a high quality service.

The roleholder may be required to provide high quality, professional, customer focused, flexible, timely and confidential secretarial support to senior management.

**Key Role Accountabilities:**

Accurately monitor best practice across a high quality service using management information to assess performance and outcomes.

Coordinate the effective deployment of resources to meet the support needs of the service, managing performance and development needs to achieve agreed project objectives and service priorities.

Coordinate the production and supply of accurate performance data and management information to support the needs of the service in line with agreed objectives.

Effectively contribute to the monitoring, evaluation and improvement of all business support activities and house-keeping protocols that support the needs of the service and corporate initiatives.

Provide accurate research and analysis support where required and produce a range of high quality communication, such as reports and briefing notes for various audiences and purposes including complex, confidential and sensitive correspondence.

Contribute effectively to the design, implementation and maintenance of high quality management information systems and business support activities, providing comprehensive advice to customers and stakeholders.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council, providing cover and flexibility where required.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

Manchester City Council is a place where you can put your innovative thinking and business skills into high gear and work alongside other highly competent and motivated people. It's a place where you can apply your skills to some of the most challenging, interesting, and meaningful projects across Greater Manchester.

The scale and ambition of the work planned in the city over the next few years, to deliver both the [Greater Manchester Transport Strategy 2040](https://www.tfgm.com/2040) and National Transport Strategies, is huge. It will provide excellent opportunities for career development to the full range of professionals who support our schemes, across the full range of professional disciplines

**In the Highways Service in Manchester, we seek to:**

**Manage** the highway network and public spaces efficiently balancing the various needs of users and stakeholders improving network reliability work with colleagues and members in a partnership way that takes a strategic approach to highway infrastructure to deliver the Council’s vision and strategies and supports the growth aspirations of the city.

**Maintain** the highway, structures and public spaces and its assets fulfilling the Council’s legal obligations in a cost effective way using a whole life costing approach communicate with residents, stakeholders, business, visitors and commuters in relation to service delivery and work programmes and their levels of satisfaction  
**Improve -** develop, design, procure and implement improvement schemes to make better use of the existing network, improve accessibility and increase journey time reliability create, design and deliver sustainable and active transport through better and increased walking and cycling routes and supporting children with road safety. Effectively use a supply chain and increase social value for Manchester. Support utility companies to manage critical infrastructure

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**About the Network Management Team**

It provides services for communities and neighbourhoods, including planned and reactive maintenance, network management and development control, co-ordinating and managing roadworks, winter maintenance (including gritting), highways structures (bridges etc), flood management, parking, public spaces, monuments and water features. They aim to meet the needs of the city and our residents by providing the best possible service, working efficiently and generating income.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Analytical Skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
* **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
* **Problem Solving & Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken
* **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
* **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment.
* **Financial Management:**  Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.

**Technical Requirements (Role Specific)**

None