**Manchester City Council
Role Profile**

**Business Support Lead, Level 2**

**Grade 6**

**Maternity Cover**

**Reports to: Business Support Lead**

**Key Role Descriptors:**

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 role holder will define, lead and ensure that appropriate and effective business support initiatives are in place to support the delivery of high-quality services.

The role holder will have lead accountability for the organising and performance management of business support activities which may include the management of staff, finances or physical resources.

**Key Role Accountabilities:**

Lead accountability for adopting best practice in business support activities and in continuously improving the performance and customer service standards to meet and improve outcomes for the service in line with objectives and key performance indicators.

Lead accountability for the development and continuous improvement of consistent and high-quality business support. Responsible for undertaking service planning reviews aligned to the business plan objectives.

Lead accountability for the development, implementation and review of key business support processes and procedures ensuring they support the needs of the service.

Analyse and interpret feedback and performance data and proactively develop recommendations for improvement in line with best practice in a way that supports service priorities and objectives.

Accurately monitor customer care performance in line with key performance indicators, producing reports on current position providing recommendations for improvement and setting clear business and personal objectives.

Contribute to the development and improvement of management information systems identifying areas for improved efficiency and added value to support the service.

Develop effective partnerships and collaborative working arrangements with other services to identify council wide improvements and cross-cutting initiatives to improve the value-added role of business support.

Support the service in the delivery and implementation of transformational change working in collaboration with other services.

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.

**Executive Office**

Role Specific - Working in the Executive Office providing business support to the Business Support Lead, Business Support Manager and Head of Executive Office and working across varying areas of the Executive Office.

The role of Business Support Officer is to provide a high quality service which delivers all aspects of operational, administrative and finance support to the Executive Team and dedicated support arrangements for the Chief Executive, the Deputy Chief Executive, City Treasurer and the City Solicitor.

**Where the role holder 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.**

**Business Support Lead – Grade 6 – Key Competencies 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 Competencies

* **Interpersonal:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding. Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, influencing and negotiating when required.
* **Analytical:** Demonstrate the ability to apply statistical methods to analyse and resolve business and technical problems.
* **Planning and Organising:** Ability to organise own time effectively, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Project Management:** Ability to plan the achievement of a desired outcome through a series of actions and milestones with the ability to implement monitoring techniques to capture progress made.
* **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate courses of action to produce a logical, practical and acceptable solution.
* **People/Performance Management:** Is able to inspire individuals to give their best to achieve a desired result and maintain effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need. Also, lead and plan the work of a team which deals with more diverse issues. Ability to motivate, guide and coach others towards accomplishment of objectives/tasks.