

# Job description

**Job title:** Business Support Manager  
**Grade:** Dorset Grade 9/BAR/10  
**Job evaluation reference:** BA4004a/b  
**Job family:** Business, Policy and Administration

## Purpose and impact

1. To supervise the undertaking of a wide range of duties relating to a designated administrative function.
2. Within the broad administrative duties of the role, the key focus may be on financial administrative management or project administration as relevant to the role.

## Key responsibilities

3. To manage a designated team or teams including recruitment; allocation of work; carrying out Performance Development Reviews (PDRs) with individuals; identification of training needs and approval of annual leave and individual payments.
4. To develop, maintain and implement office systems which may include health and safety; administration of projects, facilities arrangements and/or training provision.
5. To ensure the provision of high quality administrative, finance and/or training support.
6. To provide a budget management/financial monitoring service for the function.
7. To deputise for the manager as required.
8. Establish, implement and maintain effective administrative and/or financial systems and procedures.
9. Manage the provision of office and administrative services, including contributing to administrative planning for the function.
10. Day to day management of financial administration of the function which may include budget monitoring and reporting and approval of orders and payments.
11. Provide advice and guidance to others regarding Dorset Council and other relevant procedural rules and processes, ensuring correspondence with audit requirements.
12. Participate in various meetings and working groups as required to represent the function / service and initiate and lead any relevant project work and/or process improvements which may arise as a result.
13. Act as the nominated service representative for various Dorset Council initiatives as required and as relevant to the role.
14. Ensure regular consultation with relevant internal and external customers as required in order to support effective service provision.
15. Ensure a consistent approach to service delivery by liaising with other senior administrative staff and by keeping up to date with relevant Dorset Council policy development and external legislation/guidelines appropriate to the function.
16. Undertake research as required in order to inform project work and/or reviews of policies and procedures relating to the function.
17. To provide dedicated support in relation to the specific nature of the post which may include some development and delivery of training; development of marketing and publicity material and/or attendance at functions; drafting of revised administrative procedures; co-ordination of a specific application/assessment or funding process. Knowledge and understanding of the specific nature of the work undertaken by the function will generally be required.



18. Manage the collection of statistical data and management information as required, ensuring timely and accurate provision of information.
19. To act as a principal point of contact for enquiries, dealing with complaints and resolving queries within the remit of the role.
20. Any other lesser or comparable duties as required.
21. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
22. Where the post is based within the People - Children directorate; responsibility for promoting and safeguarding the welfare of children and young people.
23. Provision of sound advice to customers based on a knowledge of how the service should be delivered.
24. Contacts are wide ranging and the role holder will be required to respond to a range of queries and issues, within the remit of the post, where the response is not always straight forward.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

### **Supervision and management**

Reporting to: Appropriate Supervisor/Manager

Responsibility for: Manage a team or teams of staff as described above.

### **Other factors**

25. Work is subject to deadlines involving changing problems, circumstances or demand and the role holder will be required to manage tasks in accordance with this.
26. Appointment is to the grade which is most appropriate to the individual post. Progression to a Grade 10 post is not automatic but is dependent on the requirements and level of responsibility of the post, particularly in relation to management and supervision.
  - Posts at Grade 9 have the expectation to manage at least one member of staff as required. Management of a small group of staff may be part of the role where staff managed are generally undertaking tasks in one identifiable area of work.
  - Posts at Grade 10 are expected to provide management for a wider range of staff, which may be both in terms of numbers of staff managed and / or in the broader nature of tasks undertaken by the group(s) of staff managed.

### **Our values**

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



# Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

## Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b> Required by law or essential to the performance of the role or both	<b>Assessed through:</b>
1. Minimum of 5 GCSEs grade C or above including English Language and Mathematics, or equivalent ability.	Application form
2. Excellent standard of numeracy and written literacy skills.	Application form
3. NVQ 4 or equivalent in Administration / Business Studies or equivalent or significant experience of working at this level.	Application form
4. Management or supervisory qualification e.g. minimum of NVQ3 or equivalent or significant experience of working at this level.	Application form
<b>Experience</b>	
5. Extensive experience in a relevant administrative management role.	Application form Interview Assessment
6. Proven experience of managing staff including performance review.	Application form Interview Assessment
7. Proven experience of producing documents and reports to a high quality standard.	Application form Interview Assessment
8. Experience of financial administration / budget management as relevant to the role.	Application form Interview Assessment
9. Previous relevant experience in a similar function.	Application form Interview Assessment
10. Experience of customer care.	Application form Interview Assessment
<b>Knowledge</b>	
11. Proven effective knowledge of office practices and administrative procedures.	Application form Interview Assessment
12. Knowledge of a range of IT systems, including Word, Excel, email and databases.	Application form Interview Assessment
13. Good understanding of policy, legislation and developments in the field of work relevant to the function.	Application form Interview Assessment
14. Good understanding of the work of local authorities.	Application form Interview Assessment



15. Knowledge of administrative procedures relevant to the function/team.	Application form Interview Assessment
16. Knowledge and understanding of financial and budgetary management.	Application form Interview Assessment
17. Knowledge of best practice in relation to customer care.	Application form Interview Assessment
18. Understanding of project management principles.	Application form Interview Assessment
<b>Skills and abilities</b>	
19. Proficient in a range of IT systems, including Word, Excel, email and databases.	Interview Assessment References
20. Ability to manage, motivate and co-ordinate workload of a team or teams.	Interview Assessment References
21. Excellent IT skills including accurate keyboard skills.	Interview Assessment References
22. Ability to work with minimum supervision, to use initiative, prioritise and complete work under pressure.	Interview Assessment References
23. Ability to build and sustain good working relationships with people at all levels, both internal and external.	Interview Assessment References
24. Excellent oral and written communication and presentation skills.	Interview Assessment References
25. Project management skills.	Interview Assessment References
26. Ability to apply confidentiality to all information handled.	Interview Assessment References
27. Able to demonstrate tact and sensitivity when dealing with customers and to handle difficult situations.	Interview Assessment References
28. Ability to build up a good knowledge of policy, legislation and developments in the field of work relevant to the function.	Interview Assessment References
<b>Our values</b>	
29. Respect	Interview Assessment
30. Together	Interview Assessment
31. Accountability	Interview Assessment
32. Openness	Interview Assessment
33. Curiosity	Interview Assessment
<b>Other</b>	
34. Able to be flexible with an adaptable approach to work and conflicting demands and deadlines.	
35. Must provide a supportive working environment to colleagues.	
36. Able to undertake training as required.	
37. Able to fulfil the travel requirements of the post.	



## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b>	<b>Assessed through:</b>
38. ECDL or equivalent IT qualification.	Application form
39. Relevant degree level qualification in Business Administration or field of work relevant to the work of the function/team.	Application form
<b>Experience</b>	
40. Previous experience of working in a large organisation or local authority.	Application form Interview Assessment
41. Previous experience of delivering training.	Application form Interview Assessment
42. Previous project management experience.	Application form Interview Assessment
43. Previous marketing experience.	Application form Interview Assessment
<b>Knowledge</b>	
44. Understanding of marketing principles.	Application form Interview Assessment
45. Knowledge of relevant health and safety legislation.	

## Approval

Manager's job title: Pay and Reward Manager  
Date: February 2009

