

Context statement

Job title: Head of Business Support

Directorate/Service/Team: Corporate Development, Strategy Performance and Sustainability, Business Support

Organisation structure

Reporting to: Corporate Director, Strategy, Performance and Sustainability

Responsibility for:

Five areas of work, comprised of Chief Execs and Generalist Business Support, Adults Spoke Business Support, Children's Spoke Business Support, Functional Finance, Functional HR.

Context of work

The Head of Business Support is a senior leadership role responsible for the strategic direction, development, and delivery of Dorset Council's Business Support Hub. This role is central to the council's transformation agenda, which aims to establish a professional and digitally enabled business support function that simplifies internal processes, enhances internal and external customer experience, and delivers sustainable financial efficiencies. The postholder will lead the implementation and ongoing evolution of a hub-and-spoke model, comprising digital self-service, supported general enquiries, and functional and specialist spokes aligned to directorates such as Adults and Children's Services.

The Head of Business Support will ensure that business support is recognised as a valued profession with clear career pathways and development opportunities. They will be accountable for embedding a culture of continuous improvement, innovation, and collaboration, while ensuring that services are responsive, resilient, and aligned with organisational priorities. The role involves close partnership working with senior leaders, elected members, and external stakeholders to shape and deliver a high-performing support function that underpins the council's ability to meet its strategic outcomes.

The Head of Business Support will also be responsible for driving digital transformation across the support function, leveraging technologies such as CRM systems and automation to streamline operations and reduce duplication. They will oversee the consolidation of fragmented roles, promote standardised practices, and enable dynamic resource allocation to meet fluctuating demands. As a key contributor to the council's leadership team, the postholder will provide expert advice, lead strategic projects, and ensure robust governance, performance management, and financial oversight across the business support portfolio. They will also be expected to support and underpin key strategic priorities for council.

Travel requirement

Travel to and from council offices. This position has a travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the Council) to be available on most working days in order to carry out normal duties.

Other information

- The post is based in Dorchester or home working with the regular need to attend our Dorchester offices as a part of our hybrid working arrangements. Attendance at physical meetings will be required.



- Enhanced DBS Check required

Context statement prepared by:			
Manager		Date	



Dorset
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