BIRMINGHAM CHILDREN'S TRUST

Job Description

Business Support Team Leader

Job Details	
Grade	C
Department	Business Support
Reporting to	Business Support Manager

Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

Our Vision:

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:

- healthy, happy, resilient children living in families.
- families able to make positive changes.
- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.

- children and young people safe from harm.

Our Values:

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

Key Responsibilities
To be responsible for a Team of Business Support Officers and Administrators, ensuring responsive customer service, staff development and welfare so the service meets the needs of the business. Acting as a Professional Lead across multiple teams, to be responsible for consistent and standard support. Facilitating a culture of continuous improvement so that processes are maximised to support the best outcomes for Children Young People and Families.
• Provide high quality business support services to internal/external customers, within the parameters of the services' business agreement
• To communicate effectively with stakeholders at all levels presenting information in the appropriate way and positively presenting solutions and alignment of areas of responsibility to the best outcomes for children.
• Embed developments and positively lead changes that improve the quality of service to our customers by proactively driving forward the change agenda and the streamlining and improvement of processes with a high focus on excellent customer service.
• Responsible for the management and organisation of a team or teams of Business Support staff providing a range of administrative services across a number of functions, supporting a higher level service – which can include more than one workplace.
• Act as the point of customer escalation, resolving issues proactively and positively to ensure service provision and quality.
• Ensure that the Trusts vision and values are embedded in Business Support Teams developing staff and encouraging career progression.
• To demonstrate positive personal leadership, being a positive role model and championing the organisations vision and values. • Proactively seek to ensure effective communication for the team, between teams and across the Trust.

• Produce and analyse management information to monitor performance against demand and KPIs/SLAs relating to the appropriate service area
• Empower team through effective delegation of tasks, provide training/support and set clear targets.
• Proactively manage performance. Provide praise and recognition for good performance and effectively challenge poor performance/attendance in a timely manner.
• Manage and monitor budgets for the area of responsibility and co-ordinate any work required in that area, so as to contribute as required, to wider financial and human resource planning.
• Enable and coordinate the development and administer business and financial processes, ensuring that all transactions comply with Financial Regulations and agreed processes.
• Champion continuous improvement, creative thinking and flexibility to improve performance, and meet demand across business support services.
• Responsible for the procurement, management and effective use of all assets within the Trusts procurement framework e.g. building supplies and maintenance, office equipment for the area of responsibility
• Responsible for the effectiveness of ICT and information systems within the area of responsibility and contribute to the maintenance, development and implementation of systems within the Trust.
• Proactively manage complex and sensitive complaints through to resolution, maintaining sensitivity and confidentiality at all times in line with Trust polices and procedures.
• Develop, maintain and regularly review Standard Operating Procedures.
• Accommodation management ensuring appropriate policies and procedures are adhered to including: health & safety, risk assessments, business continuity and that plans and assessments are regularly reviewed and maintained.
• Comply with relevant statutory regulations which include (but are not limited to), health and safety, data protection, GDPR.
• Accommodate relevant activities or duties commensurate with the nature and grade of the post.

Key Information	
Will this position have Line Manager Responsibility?	• Yes

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Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	**Method of Assessment (M.O.A)**	ESSENTIAL
Qualifications	AF	A qualification similar to NVQ Level 4 or equivalent experience
Training	AF/I	Evidence of willingness for continuous professional development
Experience	AF/I	Significant experience in a similar role
Experience	AF/I	Ability to lead by example demonstrating positive personal leadership, being a positive role model and championing the organisations vision and values
Experience	AF/I	Experience of leading and motivating a team ensuring consist processes, quality and customer focus
Experience	AF/I	Experience of resolving customer escalation and providing a solution focused response.
Experience	AF/I	Experience of leading and embedding change in a Team ensuring consistent outcomes
Experience	I	The ability to independently interpret and analyse varied and complex information or situations and to produce solutions over the medium term

Experience	I	Experience of managing and implementing change, driving improvements in working practices
Experience	AF/I	The ability to communicate complicated or sensitive information with varied audiences in person and/or writing
Experience	AF/I	The ability to make frequent decisions and exercise initiative independently to fulfil the requirements of the role
Experience	AF/I	The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands
Experience	AF/I	The ability to cope with situations where there is an emotional demand arising from the work being undertaken
Experience	AF/I	The ability and experience to contribute to policy development within the service/wider organisation
Experience	AF/I	Experience of managing a group of staff over more than one area of activity or workplace ensuring clear expectations and driving outcome focused performance
Experience	AF/I	Experience of accounting for or being accountable for large expenditure including the setting and monitoring of budgets
Skills	AF/I	Competent in use of IT (e.g. Microsoft, Word, Excel, Visio)
Skills	AF/I	To have the ability to speak the English language

Experience	AF/I	Experience of working for local government or a Children's services related sector or similar environment
Experience	AF/I	Experience of managing a building
Experience	AF/I	Knowledge of relevant legislation and its implications for the Trust (e.g. FOI, Data Protection Act, Health & Safety). Includes an understanding of Children's Social Care Business

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.

