Specialist Business Support

Team Leader

JE Code: JE2546



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Building Control |
| **Reports To:** | Building Control Manager |
| **Job Family:** | Business Administration |
| **Grade:** | F |
| **Political Restricted:** | N |
| **Date:** | July 2023 |

**Key Deliverables**

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| **1.** | Management of business support team to include training and development of team members. Providing guidance, support and staff one to ones, managing team members in line with council policies.  |
| **2.** | Responsible for delivering exceptional customer service and ensuring that is embraced across the business support team. To provide clear explanation and presentation of legal requirements and complicated information, both verbally and written communication. |
| **3.** | Processing, reviewing and deciding on application types and associated fees from technical details and drawings. |
| **4.** | To provide an imaginative, effective and efficient solutions and improvements to the business support function. Implementing and managing change, and improve efficiencies to the administration of the building control service. |
| **5.** | Monitoring service quality and managing information and performance to ensure the Council’s statutory requirements are met as a Building Control Authority. |
| **6.** | Responsible for the day-to-day management of the building control IT systems. Development of requirements and implementation of any new IT systems. |
| **7.** | Accountable to the Building Control Manager for financial processes within the service, including ensuring purchase orders and sales invoices are processed in accordance with the Council’s finance procedures, including the use of the Council’s electronic finance system and run required reports.  |
| **8.** | To provide technical business support for building control surveying team as needed including preparation of documents for legal proceedings.  |
| **9.** | To assist in the training of members of the wider building control team with the QMS, data and document management systems.  |
| **10.** | To keep processes and system under review and implement and manage the required changes. Monitoring service quality and managing information and performance to ensure the Council statutory requirements are met as a Building Control Authority. |
| **11.** | Contribute to the building control management team to deliver a professional service in a competitive and enforcement role.  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | NVQ level 3 in Business Administration or equivalent or able to demonstrate significant administrative experience.   |
| **2.** | Previous experience of management and delivering business support in a complex and technical service, including providing in house training. |
| **3.** | Excellent verbal and written communication skills, including customer services skills and conflict management.  |
| **4.** | Highly proficient IT skills, with demonstrable high level of competence in data analysis and presentation, Excel, Word and bespoke databases. A proven ability to quickly and confidently learn how to use a variety of IT systems.  |
| **5.** | Working knowledge of QMS and process mapping and implementation.  |
| **6.** | Ability to lead change and work with others to facilitate changes whilst finding ways of helping others to find solutions to problems.   |
| **7.** | To be able to cover a wide range of administration and business development tasks independently; analyse the situation and information and make well considered decisions.  |



Job Family

Business Administration

Grade F

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the council by providing service users with front line help and information.

### Role characteristics

At this level job holders are empowered to make decisions and offer authoritative solutions to problems and issues which impact across the wider service team. They deal with matters escalated from their teams and must independently find solutions to unanticipated problems and plan months ahead to meet the demands of their role.

### The knowledge and skills required

Job holders need a thorough and detailed understanding of the practical and procedural regulations, working practices and policy background of the specialist area in which they work. This will come from a combination of formal training both, on and off the job and extended experience working in the relevant area. Given the importance of maintaining accurate statutory records, some precision in typing and other administrative tasks is required.

### Thinking, planning and communication

Problems, at this level, will often be complex in that they feature a number of different information strands such as budget, policy limits, or the expectations of clients. Solutions will depend upon the careful analysis of situations and judgement will be needed to choose between conflicting approaches, none of which will please all individuals involved.

Job holders will be thinking ahead several months to plan the delivery of agreed target outputs.

Communication skills expected of job holders will include the ability to deal authoritatively with colleagues and members of the public and engage with others to persuade or encourage them to adopt a particular course of action.

The type of information exchanged will be varied and often quite complicated or sensitive. Job holders must be patient and use developed comprehension skills to fully understand the needs and issues of others.

**Decision making and innovation**

Job holders are expected to not only deliver agreed outputs, but also to determine how best to achieve these aims within the limitations of general service practice.

Free of highly prescriptive procedural limitations, job holders must deal independently with problems, often referred upwards from colleagues, some of which will be new and must be solved with reference only to service practice or policy.

### Areas of responsibility

Work carried out by jobholders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Job holders will manage a small team and will have responsibility for the quality and timeliness of work outputs and the full range of managerial duties including the

direction, motivation and appraisal of staff.

Roles will have direct financial responsibilities but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

### Impacts and demands

There will be very little demand for enhanced physical exertion in, as most work can be done in a sedentary position. Lifting and carrying files or equipment may, however, be needed very occasionally.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Jobs will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. However, job holders are likely to experience unpleasant people related behaviour in the context of their decisions and advice.