

Deputy Business Manager

JE Code: JE1447

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** | |
| **Service** | Children Services |
| **Reports to:** | Business Manager, Children’s Services |
| **Job Family** | Business Administration |
| **Grade:** | G |
| **Political restricted** | N |
| **Date:**  **JE Code:** | May 21  JE1447 |

**Key Deliverables**

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| **1.** | Reporting to and deputising for the Business Manager, Children’s Services. To provide comprehensive administrative support to Head(s) of Service to ensure they are able to work as efficiently as possible. This will include but it is not limited to drafting correspondence, reports, presentations, project documentation, minute taking, Head of Service diary management and telephony. Acting with tact and discretion when managing all contacts and communications, from a wide range of stakeholders including councillors, colleagues, partner agencies, and members of the public. To ensure that written communication is accurate and tailored to the audience for whom it is intended. |
| **2.** | Prioritise the demand on the Business Support service, ensuring critical areas of work are managed effectively e.g. minute taker provided for statutory meetings, databases updated in accordance with agreed standards, statutory regulations, policies and procedures. Proactively develop professional knowledge, skills and behaviours by developing staff through training, coaching and mentoring. This will include monitoring annual leave and sickness absence, hold supervision and team meetings. Resolving issues which the Senior Business Support team cannot resolve. Tackling any under-performance or unacceptable behaviours to ensure a consistent and professional level of service is delivered in line with Milton Keynes Council’s policies and procedures, escalating any issues to the Business Manager where appropriate. |
| **3.** | Act as the principal point of contact for the assigned Head(s) of Service and business support hubs working across a range of complex areas. Responding to immediate demands and using expert knowledge to understand and plan in the medium and long term to ensure service needs are met. |
| **4.** | Support the management team in the inspection framework including any other scrutiny and review initiatives as agreed with the Business Manager. Ensure effective working arrangements and relationships in respect of Health and Safety, Business Continuity Planning, ICT functions and other corporate initiatives. |
| **5.** | To ensure Business Support staff contribute to information systems offering a consistent service in relation to key information including accurate inputting of events to the relevant database in order to facilitate accurate reporting. Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work, ensuring that the Business Support hubs are informed of changes that affect them. . |
| **6.** | To support services with financial transactions in accordance with the Council’s finance procedures including the use of the Council’s electronic finance system. |

*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**

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| **1.** | NVQ Management level 4 or equivalent or able to demonstrate significant administrative experience  Experience of managing a team working to tight deadlines in a results-focused environment. |
| **2.** | Experience in dealing with sensitive and confidential issues involving colleagues, partners and external agencies at all levels, building positive relationships and networks to assist in the role. |
| **3.** | Excellent verbal and written communication with experience in report writing, data analysis and presentation. |
| **4.** | Excellent IT skills, Excel, Word, PowerPoint and ability to quickly and confidently learn and utilise a variety of different IT systems. |
| **5.** | Strong interpersonal skills that will promote high staff morale, motivation and engagement through effective people management. |



Job Family

Business Administration

Grade G

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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 |

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 need a comprehensive corporate or service wide knowledge base in order to effectively support their principals or the team they manage. Working in a particularly demanding environment of shifting and conflicting priorities, they must make meaningful procedural decisions and judgements daily.

**The knowledge and skills required**

Roles demand a very wide range of organisational and policy knowledge covering an entire service area of the Council. This, built upon a combination of formal learning and various specific training and experience pathways, gives the job holder a thorough understanding of corporate policies, procedures and priorities extending to both the corporate and political dimensions of local government.

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 also engage with others to persuade or encourage them to adopt a 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 deliver agreed output and also 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**

The work carried out by job holders 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 have direct financial responsibilities but the precise nature of these will vary from post to post. While some job holders 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 be needed very occasionally.

In an often busy and demanding working environment, job holders will need to engage in prolonged periods of concentrated mental attention to complete tasks and meet shifting deadlines or deal with conflicting demands on the job holder.

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

As most work is carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders are likely to experience unpleasant people related behaviour in the context of their decisions and advice.