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**Job Description**

**Job Title:** Business and Administration Manager - Together for Children

**Salary Grade:**  Grade 8

**SCP:** 37 - 41

**Job Family:** Organisational Support

**Job Profile:**

**Directorate:** Children’s Social Care

**Job Ref No:**

**Work Environment:** Office

**Reports to:** IRO Manager

**A. Purpose**

To work with and support the Children Independent Review Team (CIRT) service to manage their performance, Budget, IT requirements and recruitment issues, organisation of the workload within the team and provide a QA function IRO Services. Ensure delivery of Key Performance Indicators, effective partnerships, engagement and development in order to ensure continuous service development and improvement within the CIRT.

A level of knowledge and experience of CIRT and function is desirable for this role.

**B. Key Responsibilities**

1. The provision of high quality business support to CIRT, ensuring that there are effective and efficient processes in place to support high quality delivery of services.
2. Managing the Business Support staff within Team’s and organising and prioritising the business support workload according to the needs of the service, ensuring that work is completed on time and to the standards required of the service.
3. Implementing and maintaining effective business support processes and systems in line with best practice, ensuring they are regularly reviewed and updated, and sharing ideas and improvements with other Business Support Team leaders across Together for Children.
4. Implementing systems to ensure effective oversight on budget requirements to support Senior Managers.
5. Develop and maintain technical knowledge in accordance with developed systems, statutory procedures, legislation, corporate standard and policies.
6. Developing creative solutions to issues as they develop across the service area with regard to practice, policy and performance.
7. Supporting Senior Operational Managers in ensuring that relationships with internal and external partners support ongoing service and performance improvement and work with those partners in relation to delivering improvements in required outcomes as required.
8. Develop and maintain effective processes that Support the IRO Managers with collation of information and data in order to identify and set performance measures and indicators.
9. Supporting IRO Managers in the preparation of specialist reports and assessments.
10. To work flexibly across Together for Children and provide support, responding to the needs of the organisation in order to meet priorities and demanding deadlines.
11. To deal effectively with internal and external customers, including some routine enquiries from members of the public, which could be face to face, receiving and responding to incoming communication.
12. To make effective and defensible decisions with regard to risk, safeguarding and public protection, effectively evidencing and recording decisions.

**C. Management Responsibilities**

1. The role is responsible for the line management (direct and indirect) of business administration officers. Responsibilities include:

* Managing the performance and development of Business Support Staff and Personal Assistants.
* Plan and organise the work of staff providing support, assistance and guidance, monitor formal objectives and monitoring performance against them.
* Recruiting and selecting Business Support Staff.
* Implementing new systems and processes within the Business Support Team.

**D. Additional Information/Other Requirements**

1. Other duties and responsibilities allocated which are appropriate to the grade of this post.
2. The post will be based within Together for Children’s CIRT.
3. The post holder will be required on occasion to travel within the City as required to undertake the role.
4. The post holder will work will to the IRO Managers to achieve the above.

**E. Statutory Requirements**

**In line with the Council’s Statutory Requirements, all employees of the Council should:**

Comply with the principles and requirements of the Data Protection Act 1998 in relation to the management of Council records and information, and respect the privacy of personal information held by the Council; Comply with the principles and requirements of the Freedom in Information Act 2000; Comply with the Council's information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.

**F. Person Specification**

**Strengths for Matching (IJM Assessment)**

**(select one box against each strength, marking between 6 and 8 in the ‘Core Strengths’ column – please note these will be kept on file however only those marked as core strengths will be shared with employees)**

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| --- | --- | --- | --- | --- |
| **Strength** | **In this role it is important that an employee** | | | **Core**  **Strength** |
| **Persuasive** (Relationships with people) | Dislikes actively attempting to influence others | As happy as most people to persuade / influence others | Likes to get people to do things by presenting a convincing case  x |  |
| **Controlling** (Relationships with people) | Lets others take the leadership role and give instructions | As comfortable as most when leading on activities | Likes to take a leadership role and manage and direct the work of others  x |  |
| **Outspoken** (Relationships with people) | Unprepared to voice own view or opinions and criticise others | As prepared as most people to express views  x | Freely expresses views, and prepared to criticise others |  |
| **Independent** **minded** (Relationships with people) | Accepts majority decisions to ensure consensus | Balances own ideas with those of others  x | Prefers to follow own approach to do things |  |
| **Outgoing** (Relationships with people) | Quiet and considered approach to work | As outgoing as most people in the work environment. | Lively and animated style for carrying out the role  x |  |
| **Affiliative** (Relationships with people) | Able to work in isolated roles | Can work in either type of role  x | Best suited to a team based role |  |
| **Socially confident** (Relationships with people) |  | As comfortable as most in social situations | Self assured when meeting new people / in social situations  x |  |
| **Modest** (Relationships with people) | Makes strengths and achievements known to others | Is relatively comfortable to talk about strengths and achievements  x | Humble, less likely to openly discuss achievements and successes |  |
| **Democratic** (Relationships with people) | Makes final decisions on their own | Can make decisions based on own and others views  x | Listens and widely consults before making decisions |  |
| **Caring**  (Relationships with people) | Reserves help and support for particularly serious problems | A balanced approach to providing sympathy and support.  x | Sympathetic and supportive to others |  |
| **Data rational**  (Thinking style) | Deals in opinions and feelings | Is able to deal with both facts and feelings | Likes working with facts, figures and numerical data  x |  |
| **Evaluative**  (Thinking style) | Dislikes critically evaluating, doesn’t focus on potential limitations of work | Will critically evaluate information when necessary to the task in hand  x | Critically evaluates information looking for flaws and limitations |  |
| **Behavioural**  (Thinking style) | Takes little interest in why people behave as they do | Likely to be interested in human behaviour and motivation when critical to the role  x | Interested in human behaviour psychology and theories of motivation |  |
| **Conventional**  (Thinking style) | Favours changes to work, prefers new approaches | Able to work with well established and changing processes and procedures.  x | Likes well established methods or conventional approaches |  |
| **Conceptual**  (Thinking style) | Practical down to earth approach | Interested in considering practicalities as well as concepts  x | Interested in intellectual hypothetical debate and concepts |  |
| **Innovative**  (Thinking style) | Builds on ideas generated by others | May generate creative solutions but also develops others ideas. | Creative thinker, generates ideas  x |  |
| **Variety Seeking**  (Thinking style) | Can work on repetitive tasks or on structured planned workloads | Has a balanced approach to both variety or repetition  x | Is comfortable working on a role with a high degree of variety |  |
| **Adaptable**  (Thinking style) | Behaves the same way with everybody | Is as likely as most to adapt their behaviour to suit the situation  x | Changes their behaviour to fit the situation or behaves differently depending on who they are with |  |
| **Forward thinking**  (Thinking style) | Focuses on the here and now | Can consider both short term and long term needs when  necessary  x | Sets long term goals and takes a strategic perspective |  |
| **Detail conscious**  (Thinking style) | Can work in an unstructured manner or remain detached from small details | Able to consider small details when necessary but may not do this as a matter of course. | Is well organised, working in a methodical, systematic way  x |  |
| **Conscientious**  (Thinking style) | Doesn’t focus too heavily on deadlines and can leave some tasks unfinished | Takes a pragmatic approach to deadlines and the completion of tasks. | Will see tasks through and complete them within set guidelines  x |  |
| **Rule following**  (Thinking style) | Likely to be more comfortable in roles with few rules or procedures | Balances working with procedures with a pragmatic approach to delivery.  x | A strong preference for following rules and regulations, taking care to stick to procedures |  |
| **Relaxed**  (Feeling and emotions) |  | Finds it as easy to unwind/relax as most people  x | Is able to remains calm and is able to unwind easily |  |
| **Worrying**  (Feeling and emotions) | Is free from worry and feels calm before key events | Is likely to feel as anxious as most before key events  x |  |  |
| **Tough minded**  (Feeling and emotions) | Is sensitive to their impact on those around them  x | Moderately sensitive to criticism and in their dealings with others | Is not easily offended and will be able to deal with criticism |  |
| **Optimistic**  (Feeling and emotions) | Makes contingency plans and may dwell on negative outcomes | Broadly positive in their view of the future | Has a positive view of situations and of the future  x |  |
| **Trusting**  (Feeling and emotions) | Is able to consider the motives and intentions of others | Considers the motives of others whilst being broadly trusting of them.  x | Is trusting of people and sees others as reliable |  |
| **Emotionally controlled**  (Feeling and emotions) | Openly expresses feelings and clearly displays emotions | Expresses feelings and display emotions as much as most | Is able to conceal their emotions / feelings in the workplace  x |  |
| **Vigorous**  (Dynamism/  Energies) | Works at a steady pace, with a constant manageable workload. | Happy balancing busy workloads with periods of working at a steady pace. | Is comfortable dealing with high workloads - prefers to be busy  x |  |
| **Competitive**  (Dynamism/  Energies) | Feels that taking part is more important than winning | Likely to enjoy competitive activities without the need to win.  x | Enjoys competitive activities and processes |  |
| **Achieving**  (Dynamism/  Energies) | Is motivated by achievable targets | Prefers to balance demanding and achievable targets.  x | Likes to work to demanding goals and targets |  |
| **Decisive**  (Dynamism/  Energies) | Prefers a cautious approach to making decisions, taking time to reach conclusions | Takes decisions in a considered way, neither overly slowly or quickly.  x | Regularly makes fast decisions and reaches conclusions quickly |  |

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|  | **Requirement** | **Method of Assessment** |
| 1. | **Communication (verbal)** – Able to share information and obtain information from others through verbal communication with others either in person or over the telephone | **Interview/test** |
| 2. | **Communication (written)** – Able to share information and obtain information from others through written communications. | **Application Form/test** |
| 3. | **Listening** – Listens to others to assess requirements in order to respond appropriately and efficiently | **Application Form Interview** |
| 4. | **PC Skills** – Able to effectively use a PC to prepare documents, record information or input data | **Application Form Interview/test** |
| 5. | **Strategic Perspective** – Takes a long term view, sets goals and evaluates the impact of ideas and policy decisions | **Application Form Interview/test** |
| 6. | Ability to obtain: overall knowledge of safeguarding  and child protection operations. | **Application Form Interview** |
| 7. | Introducing new ways of working particularly adopting innovative and flexible work methods | **Application Form Interview** |
| 8. | Making effective decisions which balance competing objectives and resources | **Application Form Interview/test** |
| 9. | Managing effective budgets | **Application Form Interview** |
| 10. | Commitment to Equal Opportunities | **Application Form Interview** |

April 2017