

**Job Description**

**Job Title:** Business Support Operational Manager

**Salary Grade:** Grade 8

**SCP:** 31 - 35

**Job Family:** Business Support

**Job Profile:** BS6

**Directorate:** Corporate Services

**Work Environment:** Office Based/Agile (May involve working at various locations with associated travel)

**Reports to:** Senior Business & Corporate Support Manager

**Number of Reports:** 15-20

**Purpose:**

The Operational Manager is part of the management team of the Council’s Business Support Service and is responsible for leading and developing a team of Business Support Officers and Assistants to successfully deliver the provision of a multi skilled, professional and flexible support function that meets the varied requirements of the organisation.

**Main Duties and Responsibilities:**

To work in conjunction with the management team to achieve organisational resilience and a high level of service responsiveness in recognition of the ever-changing needs of the organisation.

Contribute towards the planning, organisation and direction of a service, within budget and policy guidelines, to deliver specialist and technical business support including financial and /or transactional services.

To lead, develop and motivate a team to maximise operational performance, and increase levels of service responsiveness and adopt people management skills to support a culture of development for staff.

When required, liaise with other agencies and external services to develop and maintain constructive and influential partnerships.

Develop policies and procedures within a specialist work area and monitor the operation of service delivery.

Analyse and interpret data and compile management information and reports.

Be proactive and innovative with models of best practice, trends, government initiatives and legislation to enhance service development.

A commitment to continuous improvement.

To promote and champion a positive organisation- wide culture that reflects the Council’s values

The range of management functions and duties will include the following:

* **Supporting Adult Social Care**

Safeguarding, Community Rehab, Occupational Therapy & DOLs referral & contacts (email)/ post)

Processing Independent Sector Payments & Community Based Payments

Direct Payments including Validation

Direct Payments Managed Accounts

Form 1’s (Sensory, Mental Health)

* **Housing Benefits, Council Tax Support, Council Tax & Business Rates**

Managing the scanning, indexing and Direct Debit functions

* Statutory Minute Taking
* Subject Access Requests / Disclosure & Barring Service Requests
* FOI Coordination & Reporting
* Land Charges Service (Residential & Commercial Searches)
* Processing Housing Nominations
* Anti-Social Behaviour Administration
* Licencing & Environmental Health Support
* School Attendance Administration
* Learning Skills Administration
* Bereavement and Registrars Administration
* **Information and Document Management**

Quality Assurance (Data Cleaning, Storage and Archiving)

* **Front of House Facilities**

Business Centres

Registrars & Bereavement Services

Hetton Town Trust

Independent Living Centre

* Personal Assistant Support
* Finance
* **Post (Incoming and Outgoing)**

Opening & logging Tenders

Public Notices

Processing of Cash Purchasing & Petty Cash claims

Cheque Printing / Payslip printing

Stationery

Members Reports & Agendas

* **Transport and Travel**

Car Leasing

Parking Passes (temp & renewal)

Travel passes

* **Security**

Employee ID Badges

Employee / Visitor Security Passes

The above list is typical of the duties and responsibilities of the post. The list is not exhaustive and other duties and responsibilities of similar type typically carried out by a Business Support Operational Manager will be expected.

Comply with the Council’s Health and Safety policy, rules and regulations and with Health and Safety legislation.

Comply with the principles and requirements of the Data Protection Act 2018 and GDPR 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 of 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.

Carry out duties with full regard to the Council’s Equality policies, Code of Conduct and all other Council policies.