 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Finance, Development and Regeneration		Service Area: Learning and Skills Service
JOB TITLE: Business Support Manager		
GRADE: L		
REPORTING TO: Adult Learning and Skills Manager		
1.	JOB SUMMARY: As part of the Senior Management Team, lead on the strategic planning, implementation and management of business support functions. Lead on all aspects of data management, funding returns and performance reporting in order to provide a highly responsive management information service to support quality improvement and ensure funding body and regulatory compliance. Responsibility for the effective management of accommodation and resources to support outstanding Service delivery and ensure compliance with health and safety legislation. To manage human resources and financial functions of the Service such as maintaining staffing records, procurement and exam invigilation	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	Strategically manage a wide range of business support functions such as data management, funding returns, health and safety, finance, human resources and accommodation to support Service delivery
	2	Lead on the planning, development and implementation of improvements to business support functions which enable the Service to deliver an outstanding service and fulfil strategic objectives
	3	Manage the Service management information system, ensuring the software effectively supports Service delivery and fulfils funding and regulatory body requirements
	4	Manage the accurate and timely submission of funding and data returns including various information such as Individualised Learner Records, funding, learner support and destination records
	5	Maintain up to date sector knowledge particularly in relation to funding, data and performance management requirements set by funding, awarding and regulatory bodies to meet the underlying and changing needs of the sector.
	6	Manage the effective collection, processing and input of various data sets which is timely, accurate and ensures all data errors are resolved
	7	Ensure data is stored, accessed and processed in line with SBC policies relating to GDPR
	8	Strategically manage the production of a range of data performance management tools for cross-Service use

	9	Effectively analyse monitoring data and produce various performance reports and forecasts with key insights and recommendations relating to items such as enrolment, funding, achievement and progression to support timely planning, interventions and improvements
	10	Manage and participate in the internal audit function of the Service to ensure compliance and quality improvement
	11	Ensure financial systems and controls are robust, compliant and support Service delivery
	12	Engage with all regulatory and audit based activities such as Ofsted inspections, awarding body assessments and funding body reviews.
	13	Ensure all exam and external assessment administration requirements are conducted in accordance with agreed standards and fulfil JCQ and exam board regulations
	14	Develop and maintain business continuity plans to support the continuation of teaching delivery, examinations, assessments and staff working.
	15	Manage and maintain Service accommodation in accordance with health and safety legislation and SBC policies to provide a safe working and learning environment
	16	Implement and manage effective procedures to ensure safe working and learning environments for apprenticeship, work experience and volunteering placements in line with health and safety legislation and contractual funding compliance
	17	Manage and maintain Service resources including the capital replacement plan which results in outstanding working and learning environments and resources to support learners to achieve their learning objectives
	18	Lead on the production and monitoring of an annual Staff Development Plan, according to priorities, budget and legislative needs.
	19	Engage with internal and external stakeholders to identify and lead on opportunities for Service development and quality improvement within area of responsibility.
	20	Prepare and lead on bids in areas of responsibility and contribute to any Service wide or external bids
	21	Display sound financial management skills to prepare and manage financial budgets for all areas of responsibility in accordance with SBC policies and guidelines, allocating and approving expenditure for specific delivery areas.
	22	Implement and manage a range of plans, policies, procedures and strategies in line with local, regional and national agendas within areas of responsibility.
	23	Manage and empower staff including coaching, mentoring, training, target setting and monitoring terms and conditions of employment.
	24	Be responsible and accountable for the performance and management of staff in area of responsibility such as recruitment, deployment, support, development, capability and contribute to disciplinary and grievance processes.
	25	Champion continuous quality improvement and customer service within areas of responsibility through a rigorous process of self-assessment and action planning; and to ensure the participation of staff in reviews, evaluation and target setting.
	26	Advise the Adult Learning and Skills Manager and Senior Management Team on all developments and recommendations relating to area of responsibility

3.

GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Craig Taylor		May 2022
Job Description agreed by: (Post holder)

Job Description dated May 2022



PERSON SPECIFICATION

Job Title/Grade	Business Support Manager	Grade: L
Directorate / Service Area	Finance, Development and Regeneration – Learning and Skills Service	
Post Ref:	TBC	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Educated to degree level or equivalent in directly relevant subject area.</p> <p>Demonstration of continued professional development</p> <p>Maths, English and ICT qualifications at level 2 or above</p>	<p>Management qualification at level 5 or above</p> <p>Demonstration of continued professional development in leadership and management</p>	Application form


Experience	<p>Evidence of successful management experience in adult and community learning or the FE sector</p> <p>Experience of OFSTED inspection in a 'good' or better organisation</p> <p>Experience of developing and implementing information systems and procedures</p> <p>Experience of completing funding and data returns</p> <p>Experience of interpreting and applying various government, funding body, awarding body and inspectorate standards and legislation governing area of responsibility</p> <p>Experience of managing resources to fulfil operational requirements such as staffing, accommodation and resources.</p> <p>Experience in the effective use of performance data to inform timely planning, interventions and improvements</p> <p>Experience of undertaking audit activities to ensure compliance</p> <p>Experience of managing health and safety</p>	<p>Experience of UNITE-E and Pro-Achieve information systems</p> <p>Experience in funding and performance management rules for TVCA and ESFA</p> <p>Experience of preparing and managing financial budgets</p> <p>Experience of preparing and leading on bids</p> <p>Experience in accommodation management</p>	Application / Interview
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	Experience of managing financial systems		
Knowledge & Skills	<p>Extensive knowledge of AEB and apprenticeship funding rules and performance management frameworks</p> <p>Ability to engage and collaborate with key partners to fulfil requirements and drive improvements</p> <p>Demonstrable knowledge of the Ofsted Education Inspection Framework and other quality assurance and improvement frameworks</p> <p>Knowledge of awarding body assessment and JCQ/assessment regulation within adult skills and apprenticeship provision</p> <p>Knowledge of applying health and safety legislation and risk assessment</p> <p>Ability to set and work to deadlines</p> <p>Ability to lead, manage and empower a team</p> <p>Ability to manage and control budgets and resources</p> <p>Ability to analyse data and interpret information</p>		Application/ Interview

	Ability to communicate both orally and in writing with a wide range of people and organisations Competent in the use of information technology applications including Teams, Word, Power point, Excel and Internet platforms		
Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement. A willingness to train further as deemed appropriate for the post holder		Application / Interview
Other requirements	Car user		

Person Specification dated

May 2022

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Development and Regeneration	SERVICE AREA: Learning and Skills Service
JOB TITLE: Business Support Manager	
GRADE: L	
REPORTING TO: Adult Learning and Skills Manager	

The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	No
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	No
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	No
Is required to drive an HGV/LGV/PCV/Minibus	No
Is required to undertake agriculture, horticulture or gardening work	No
At risk from noise that might affect an employee's health (will be required to wear ear protection)	No
Will be exposed to vibration likely to be above the exposure action level.	No
Is exposed to hazardous substances as detailed in Appendix 1	No
Is likely to be exposed to asbestos	No
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	No
May be exposed to lead or lead based products	No
Will handle food	No
Will require a health assessment for regular night working	No
Will be required to undertake the Display screen equipment training	Yes
Other known risks – please detail	
No known risks associated with this role	Yes

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Craig Taylor

Date: 13/05/22

