

Job Description and Person Specification

Business Support Team Leader

A Lambeth to be proud of



Job Title: Business Support Team Leader

Department: Children's Services

Division: Children's Social Care

Business Unit: Early Help, Access and Assessment, Safeguarding, Corporate Parenting & Quality Assurance

Grade: PO1

Reports to: Assistant Director (of Early Help, Access and Assessment, Safeguarding, Corporate Parenting or Quality Assurance)

Responsible for: Business Support Officers

Context

The Business Support Manager plays a crucial role in ensuring the efficient operation of business support services within the organisation, with a specific focus on Children's Social Care services. This role is responsible for leading a team that provides administrative and operational support, ensuring that services run smoothly, comply with statutory obligations, and align with the Borough Plan. By overseeing day-to-day operations and driving process improvements, the Business Support Manager contributes to the overall effectiveness of service delivery.

Job Purpose

To be responsible for managing a team of Business Support Officers who undertake the day to day operational activities relating to business support activities in local service areas. The post holder will monitor tasks, review performance as required to ensure the performance of the team in line with targets as well as managing and motivating Business Support Officers to ensure effective delivery of customer focused services on time and within budget. The post holder will also be expected to work closely with the Assistant Director to identify process and service improvement opportunities and to implement and communicate changes within the team and to services across the Council.

Key Responsibilities

Leadership & Management

1. Provide leadership, guidance, and management support to Business Support Officers, ensuring high levels of performance and service delivery.
2. Oversee workload distribution and ensure efficient allocation of tasks within the team.
3. Foster a culture of continuous improvement, encouraging innovation and best practices in business support.
4. Support the Business Support Team Leader in strategic planning and decision-making processes.

Operational Delivery

5. Ensure the provision of comprehensive business support services, including mailbox management, financial processing, data management, meeting coordination, and casework administration.

6. Oversee IT system maintenance, ensuring accurate and timely updates to corporate and local databases.
7. Develop and implement efficient processes for data management, statutory reporting, and service performance tracking.
8. Ensure compliance with all relevant legislation, policies, and procedures, including data protection and health and safety regulations.

Service Improvement & Innovation

9. Identify and implement improvements to business support processes to enhance efficiency and effectiveness.
10. Leverage technology to streamline workflows and support digital transformation initiatives.
11. Collaborate with service managers and other stakeholders to tailor business support services to evolving organisational needs.

Stakeholder Engagement & Relationship Management

12. Act as a key point of contact for internal and external stakeholders, ensuring a high standard of customer service.
13. Build strong relationships with colleagues across directorates to facilitate effective cross-service collaboration.
14. Represent the business support function at meetings and contribute to service-wide initiatives.

Workforce Development & Support

15. Support the professional development of Business Support Officers, providing coaching, mentoring, and training opportunities.
16. Monitor performance and conduct regular appraisals, addressing any areas for development.
17. Promote an inclusive and supportive working environment in line with the Council's values.

Emergency & Contingency Support

18. Provide flexible support in emergency situations, ensuring business continuity.
19. Adapt and respond effectively to urgent business needs or changes in service demand.

Person Specification

Essential Knowledge & Skills

- Strong leadership and management skills with experience in overseeing a team.
- Excellent organisational and administrative skills with a proactive approach.
- Proficiency in IT systems, including database management, Microsoft Office, and digital platforms.
- Ability to analyse data and produce reports to support decision-making.
- Strong communication skills, both verbal and written, with the ability to liaise effectively with stakeholders at all levels.
- Knowledge of statutory requirements and compliance in a business support environment.

Experience

- Experience managing a business support or administrative team within a public sector or similar setting.
- Proven track record of implementing process improvements and driving service efficiency.

- Experience in handling sensitive and confidential information professionally.
- Demonstrated ability to work under pressure, manage multiple priorities, and meet deadlines.

PERSON SPECIFICATION

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Ability to provide efficient and effective administrative support	✓A
	K2	Excellent knowledge and application of IT systems and software packages.	✓A
	K3	Proficient in meeting notes, reports, and transcribing. Excellent word processing skills and the ability to compose correspondence on standard issues are essential	✓A
	K4	Excellent levels of literacy and numeracy	
	K5	Must handle confidential information with discretion and communicate diplomatically with internal and external stakeholders	✓A
	K6	Must be self-sufficient, using problem-solving skills and initiative to deliver a customer-focused support service.	
	K7	Resilience and ability to work with sensitive and sometimes challenging information.	
	K8	Ability to identify improvements to processes and systems and to share the recommendations with the wider team	
	K9	Must be able to work flexibly, manage competing priorities, and consistently meet deadlines.	
	K10	Digital and customer service skills	
Relevant Experience	E1	Proficient in supporting colleagues through efficient minute-taking and report writing, ensuring completion within 24 hours while managing varying needs and deadlines.	✓A
	E2	Experience of efficiently operating office system	✓A
	E3	Able to communicate effectively with colleagues and customers and all levels	✓A
	E4	Able to show flexibility and initiative	✓A
Qualification	Q1	Educated to "A" Level Standard or demonstrable relevant experience at an appropriate level.	✓A

CORE VALUES AND BEHAVIOURS

Equity behaviours



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- Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.
- Ensure fairness and justice is at the heart of my decision making and support to my team and others.
- Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.
- Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part.
- Take positive action to ensure everyone in my team has opportunities to learn and grow at work.
- Encourage everyone to be themselves at work and value who they are.
- I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.

- Treat each member of my team with respect and dignity just as I would want for myself.
- Encourage each member of my team to do their very best work and am available to them to provide support and guidance.
- Personalise my support to each team members and look out for them, lending a hand wherever I can
- Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together
- Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard
- Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.
- Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.
- Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.

Kindness behaviours



One Lambeth
CONNECTED BY PURPOSE

- I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way.
- I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.
- I ensure my team plan ahead, getting the basics right and take swift action when problems arise.
- I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.
- I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.
- I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.
- I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.
- I encourage my team to learn and grow and ask questions to find the information they need to do their jobs.

Accountability behaviours



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CONNECTED BY PURPOSE

Ambition behaviours



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- Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.
- Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.
- Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together.
- Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes.
- I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.
- Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.
- Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.