

Business Services Team Leader

Department: Health and Community Services

Division: Non-Clinical Support Services

Reports to: Business Support Lead

JE Reference: HCS1015

Grade: 8 (AfC: D)

JE Date: 8/3/2021

Job purpose

Consistently demonstrate a service first mind-set and provide first line specialist support and advice across Health and Community Services business administration/support activities to enable the implementation of an improved administration and support offer to the services.

Responsible for planning and allocation of work of a team of support staff. Ensuring the patient services team provide a continuous administrative support function across allocated areas of the business.

Job specific outcomes

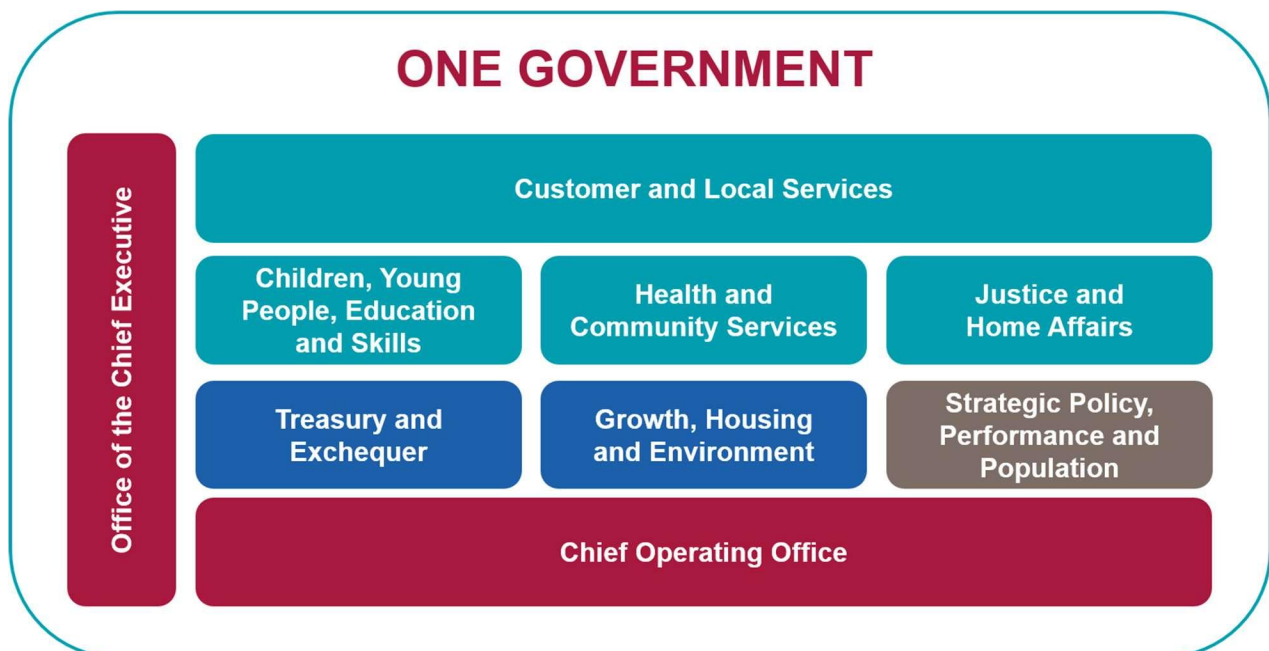
1. Provide a high-level specialist administrative support, using initiative and drawing on experience to anticipate business needs. Provide coaching and guidance to colleagues or stakeholders to upskill and educate others in the business support team, to ensure a consistent level of service.
2. Take ownership for the data quality and consistency of service provided by the team, including the production of professional level documentation, which adheres to brand guidelines, following policy/procedure where required and is legal/GDPR compliant.
3. Identify potential areas of quality, performance and risk, developing and implementing corrective action plans for resolution, working in collaboration with Heads of Service. Provide general guidance and recommendations on how to prevent or manage similar situations in the future.
4. Proactive in terms of spotting opportunities where improvements can be made to services, promoting a culture of continuous improvement, high quality service and efficiency.
5. Provide professional advice and support to meet service requirements working within the relevant service level agreements.
6. Provide supervision and/or line management of employees, allocating work, co-ordinating day-to-day activities and providing guidance to enable the smooth delivery of services/tasks.
7. Develop the performance of direct reports to maintain a high quality workforce that underpins the strategic direction of the organisation and ensures effective delivery of high quality care.

8. Take ownership of and solve more complex and/or technical problems and issues across the department and within the administration service, ensuring service satisfaction and business improvement.
9. Identify and review administrative systems in place within departments, developing and improving processes and practices across the services.
10. Provide financial support to stakeholders to ensure that all financial aspects of the services are maintained in accordance with financial directions and efficiently managed to support the management of budgets and spend activity.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Possess an NVQ Level 3 in management and leadership, or Level 5 Management qualification or equivalent level of experience in a management/leadership capacity.</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Has a level of theoretical understanding to be able to handle situations by working out problems from first principles as required;</p> <p>Knowledge of people management activities, understanding of how to communicate effectively with colleagues in a diverse environment.</p> <p>Knowledge of medical terminology</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Excellent project coordination and delivery experience is essential in addition to the ability to navigate around potential roadblocks throughout the organisation.</p> <p>Excellent knowledge of Microsoft office applications and familiar with other IT software to produce high quality documents efficiently.</p> <p>Be able to use, promote and train others on a wide variety of IT software.</p>	

	<p>Ability to learn the various software used within the Government of Jersey.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to communicate/ present complex information concisely and to a non-technical audience;</p> <p>People management skills, to be able to manage / supervise a team engaged in straightforward / routine tasks;</p> <p>Demonstrates business maturity and integrity, especially when dealing with highly confidential information;</p> <p>Strong analytical and problem-solving ability.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Administrative specialist, combined with industry experience, in a professional service area;</p> <p>Experience ensuring a company's policies and procedures comply with regulatory standards;</p> <p>Previous experience of managing a team;</p> <p>Experience of extracting, analysing and reporting on data;</p> <p>Substantial, broad practical work experience delivering complex administrative support across a complex service model;</p>	

	Comfortable balancing multiple, competing priorities and changes in scope/direction.	
Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i>		

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.