

Business Support Team Leader

Department: Health & Community Services

Division: Adult Social Care caregroup

Reports to (Operationally): General Manager

JE Ref: HCS1211

Grade: CS08

JE Date: 28/07/2023

Job purpose

To manage and coordinate deployment of resources, allocate support and provide advice to managers, leaders and teams on business support and administration activities alongside related office matters, resulting in delivery of an efficient and effective business support function across the care group.

Responsible for the planning, coordination and allocation of work to a team of business support officers and oversight of the quality and timeliness of delivery.

Responsible for being the first point of contact and coordinating the facilities management of the office environment.

Job specific outcomes

1. Deliver a high-level business support service using initiative and drawing on experience to anticipate business needs. Provide mentoring, coaching and guidance to colleagues or stakeholders to upskill and educate others, to ensure a consistent level of service.
2. Take ownership for delivery and monitoring of the quality, accuracy and consistency of service provided by the Business Support Officers. This will be evidenced by the production of professional level documentation that adheres to standards and brand guidelines, implements accessibility principles where appropriate, and follows policy/procedure where required, together with maintaining standards and legal compliance with The Data Protection (Jersey) Law.
3. Be proactive in shaping the culture by demonstrating the organisation's core values. Identify and recognise exemplary achievements of the Business Support Officers, alongside potential areas of quality concerns, performance issues and/or risk. Where necessary develop and implement corrective action plans for resolution, working in collaboration with senior managers and leaders. 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 formal appraisal, regular supervision and/or line management of Business Support Officers, allocating work, co-ordinating day-to-day activities and providing guidance to enable the smooth delivery of services/tasks, for the ultimate benefit our vulnerable clients, their families and associated stakeholders.
6. Develop the performance of Business Support Officers to maintain a high-quality workforce that underpins the strategic direction of the organisation and ensures the development of staff towards the maintenance of skills and optimises potential.
7. To lead on the facilities management of the office environment.

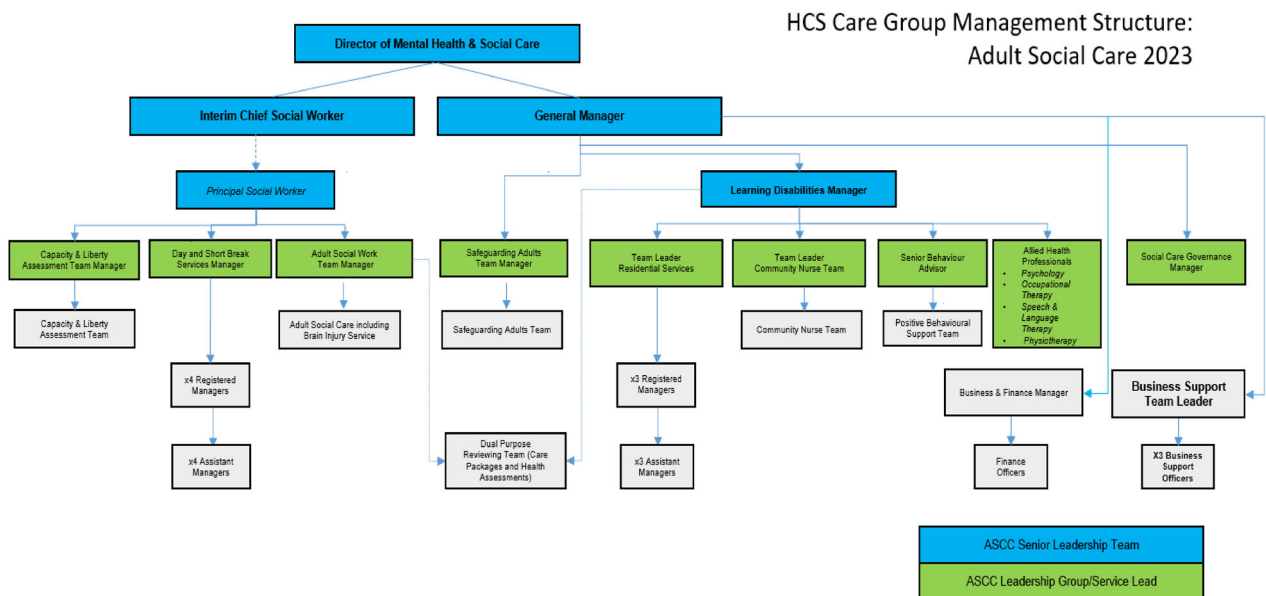
8. Work closely with the Business & Finance Manager to ensure that all financial aspects of the services are maintained in accordance with financial directions and efficiently managed to support the management of budgets and spend activity.
9. Take ownership of and solve more complex and/or technical problems and issues across the department and service, ensure service satisfaction and business improvement.
10. To be a system 'super-user'/'champion' as required, regarding various computerised/electronic systems/records/processes in use now or in the future.

Statutory responsibilities

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

Organisation chart

Insert an organisation chart showing this role and its line managers and reports (individual names must not be included only post titles)



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Possess an NVQ Level 3 in management and leadership, or Level 5 Management qualification or equivalent level of experience in a management/leadership capacity.	
Knowledge	<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 the Government of Jersey Health and Community Services Department.</p> <p>Knowledge of medical terminology.</p>
Technical / Work-based Skills	<p>Be able to work across a number of different computer/electronic systems.</p> <p>Excellent knowledge of Microsoft office applications and familiar with other IT software to produce high quality documents efficiently. 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 e.g. TEAMS, SharePoint.</p> <p>Excellent project coordination and delivery experience is essential in addition to the ability to navigate around potential roadblocks throughout the</p>	

<p>General Skills/Attributes</p>	<p>organisation.</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</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> <p>Comfortable balancing multiple, competing priorities and changes in scope/direction.</p>	<p>Experience of using computerised / electronic care records / administration systems.</p>

<p>Criteria relating to Safeguarding</p>		<p>Experience of mentoring / supporting vulnerable individuals as co-workers in a workplace settings.</p> <p>Demonstrable awareness of safeguarding processes.</p> <p>Demonstrable awareness of diversity and inclusion policy.</p>
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Core Accountabilities, Attributes and Behaviour Indicators

Personal Attributes

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.