

Job Profile

Business Manager (Children's) – Systems Lead

Grade: 10 JE ID PO_20002

About the Job The post holder will provide strategic and operational capacity in leading on our case management system. This post will work within the Business Support Team in leading staff across the service in the delivery of our improvement and change priorities whilst maintaining an efficient and effective system for staff use. Working with the head of business & resource, the post holder will ensure the systems are able to respond to changing demands and ensure quality of delivery of expected and desired outcomes. The post holder will support compliance with corporate requirements and lead on specific service liaison and change initiatives for the service.

This is what we need you to do...

- Strategically lead and oversee system administration to meet customer needs (heads of service and managers as well as children and families).
- Oversee the delivery of high-quality system administration provision at all levels. This includes staff leadership, development and performance management.
- Provide advice, evidence and research which support process reengineering to ensure most efficient use of council resource (value for money)
- Lead on the development of customer engagement processes to help inform and manage system developments
- Lead on developing monitoring and tracking activities to ensure that performance continues to meet the business requirements
- Provide strategic vision and oversight from an for project activities which involve coordination and revisions to system admin processes.
- Lead and oversee the work of Business Support Team Leaders and administrators who will support the specific service areas in the delivery of business tasks.
- Lead on reporting on service activity, ensuring accurate and quality assured activity is recorded correctly.
- Provide oversight of business continuity planning for your service areas.
- To ensure services are sufficiently flexible to manage competing demands from stakeholders.
- To represent Children's Services in corporate meetings.
- Keep up to date with relevant policy, best practice and legislative changes that may impact on the service areas requirements.
- Draft, compile and deliver service specifications which are consistent with corporate guidance and legislation.
- Lead and deliver on improvement or change project work that supports the service area to evolve in line with business requirements, this will include effective project governance methodology.
- Ensure effective communication with all staff team and service managers through oversight of communication methods.
- Deliver change to current systems and processes to ensure quality and efficiency of provision
- Lead on the design, development and monitoring of systems to ensure the service can utilise and be compliant with business support processes (finance, ICT, HR, information management, performance reporting, property, customer, communications, etc.)
- Work closely with corporate services as partners in joint delivery of our service functions and improvement work.
- Contribute to the strategic leadership of Children's Services as part of the extended management team
- Act as an expert in the room around the system developments and changes, considering the horizon scanning, prioritisation of change and delivery of the business as usual.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review, and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Effective management of staff and teams
- Management and leadership of business support services
- Experience of working in a matrix management environment as a people manager
- Experience of managing projects and improvements
- Experience of working with stakeholders and service leads
- Developing and implementing service standards
- Workforce planning and reporting
- Budget management
- Experience of involvement and support to a relevant service type, including sensitive areas
- Experience of performance management
- Preparing and presenting precise and clear reports
- Managing multiple demands and responsibilities with challenging deadlines.
- Identifying and managing risk.

Knowledge, Skills and Understanding

- Working within an environment of multiple stakeholders
- Proven management support skills and experience of working to tight, pressurised deadlines
- Experience of analysing and producing written and verbal summaries of available evidence
- Problem solving and analytical skills
- Ability to communicate effectively with a wide range of people
- Understanding of how the public sector works
- Understanding of HR and finance processes
- Good written and verbal communication skills

Behavioural attributes

- Must display the Gloucestershire County Council Leadership Behaviours
- Able to work effectively with people at all levels within, and external to, the council, and able to build effective relationships
- Committed to continuous process improvements
- Customer focussed and able to communicate appropriately with a wide range of stakeholders
- Emotionally resilient
- Flexible, creative and self-motivated
- Organised and able to meet deadlines
- Politically aware
- Ability to work on own initiative
- Ability to work effectively as part of a team
- Flexible with a “can do” attitude to work
- Open to learning and development opportunities

Education & Qualifications

- Degree or equivalent training and experience
- Business or management qualification, or equivalent business management experience and training
- Project management training