

TENDRING DISTRICT COUNCIL

ROLE DESCRIPTION

| | | | |
|--------------------|--|-----------------|----------|
| Department: | Operations and Delivery - Building and Public Realm | Post No: | 10001455 |
| Job Title: | Business Manager | Grade: | 10 - 11 |
| Reports to: | Corporate Director, Operations and Delivery and Assistant Director for Building and Public Realm | | |

1 Main Purpose of the Role

To manage under the direction of the Corporate Director of Operations and Delivery together with the Assistant Director for Building and Public Realm on all aspects of the Council's Business within the Directorates' teams in order to deliver an efficient and effective service that meets the statutory responsibilities of the Council as the Coastal Defence Authority and the various responsibilities related to the Directorate's functions and property and to help to deliver the objectives set out in the Council's development, service and corporate plans.

Key areas of responsibility include:

- Corporate and Safety Compliance, training and development.
- Controlling resource allocation, time recording, charging and billing of internal and external clients
- Business development and external networks
- Departmental fee setting / cost recovery
- Responsibility and control of departmental budgets
- Monitoring of performance against local and national targets
- Quality Control
- Responsibility for and control of procurement
- ICT development for the B & PR Directorate
- Responsibility for Corporate Business functions within the Directorate
- Business Continuity & other corporate functions for the Directorate
- Audit functions
- To manage and lead the Business, stores and Administration teams with the Service group
- Recruitment, staff reviews and absence management
- Member liaison

To provide advice, training and guidance on all aspects of the professional work of the above mentioned teams.

Manage and develop staff and ICT resources and improve the service to ensure the provision of a proactive, constructive and customer focussed directorate.

To work alongside the Service Managers to ensure the Services adapt, address and deliver the requirements of existing and new legislation and policy.

To ensure that all agreed targets are met including budgetary targets for the Directorate and that statutory regulations and Council policies and procedures are followed.

To represent the Service internally and externally as directed by the Corporate Director and Assistant Director and to assist, and deputise for the Corporate Director, Assistant Director or Service Managers as required.

2 Principal Activities

- 2.1 To manage and lead on all aspects of the business of the teams in the directorate to ensure the Council provides timely, proactive and constructive services that meet legislative requirements and contribute to the delivery of service, corporate and national priorities.
- 2.2 To lead the Finance and Admin Team and deliver those areas of service directly under the management of the Business Manager. To develop business cases, proposals and project plans to initiate enhance and improve commercial opportunities.
- 2.3 To have responsibility for, and financial control of, the Directorates' budgets, procurement and invoicing. To develop, implement and oversee systems for internal and external charging and accounting.
- 2.4 To manage and improve all aspects of the work of the Finance and Admin team including customer service, performance monitoring and quality control.
- 2.5 To deputise for the Corporate Director, Assistant Director or Service Managers as directed. Attend Directorate Management Team meetings, working parties and other meetings as required to represent the section or department or to support the Corporate Director, Assistant Director and Service Managers as required.
- 2.6 To write, or contribute to the writing of, service plans and policies relevant to the area of services.

To develop, implement and oversee comprehensive safety and training systems and promote efficient and customer focussed working practices.
- 2.7 To undertake staff performance plans for the Finance and Admin Team and to ensure delivery through regular 1:1s and staff appraisals. To provide leadership and management to staff within the Operation and Delivery and B&PR directorates including learning and development, discipline and absence, including addressing individual poor performance and fostering effective teamwork.
- 2.8 To act as lead for the Council in the area of service responsibility, or other areas as directed. To attend working parties and meetings as required to represent the section or Service or to support the Corporate Director and Assistant Director for Building and Public Realm as required.
- 2.9 To provide advice and guidance to Members and senior officers of the Council within the remit of the team and to provide productive working relationships.
- 2.10 To prepare and support the presentation of reports to Council, Cabinet, Committees and Management Team ensuring a high standard of written and oral presentation.
- 2.11 To liaise with the Portfolio Holder(s) for the Directorate or Committee Chairs as appropriate and a wide range of external organisations relevant to the work of the team.
- 2.12 To undertake effective selection, recruitment and ensure retention of staff within the Directorate.

- 2.13 To lead on ICT development for improvement of service delivery across the Directorate including the customer service and administrative support functions, property and works records, business information, charging and invoicing.
- 2.14 To manage all physical resources as allocated.
- 2.15 Undertake, or oversee, the System Sponsor duties for the software packages used by the Directorate.

Such other duties as may be required by the Council from time to time.

3 Corporate Responsibilities

- 3.1 Must contribute to high quality management standards and best practice across the service, reflecting the values of the Council and provide, through positive example, a clear sense of direction and purpose to employees.
- 3.2 Maintain a constant focus on service improvement within the section seeking continuous improvement in reducing costs, increasing efficiencies and looking for alternative delivery methods e.g. shared services.
- 3.3 Must contribute to good performance on relevant performance indicators both local and statutory.
- 3.4 You are required to promote, apply and adhere to the Council's HR and ICT policies, procedures and schemes, financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

4 Special Conditions

- 4.1 You will be required to work all reasonable hours to ensure deadlines are met and attend out-of-hours emergencies from time to time.
- 4.2 You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

This job description is a guide to the duties the postholder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Business Manager

Post No: 10001455

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

PROFESSIONAL & TECHNICAL DEVELOPMENT

- A Level 6 qualification in a relevant field or demonstrable relevant experience
- Significant experience of delivering the functions and duties outlined in the job description
- Knowledge of Construction and/or Social Housing legislation and experience in delivering a professional service
- Level 4 or above Management qualification
- Proficient in the use of MS-Word, Excel, Outlook and property related packages to a system supervisor level with experience of utilising ICT to improve service delivery. An ICT qualification would be ideal (e.g. HNC)
- An understanding of the delivery of Engineering, Construction, Housing, Business and Corporate functions
- Effective budget and financial management skills

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

1.1 Deciding and Initiating Action

- a. Makes prompt, clear decisions which may involve tough choices or considered risks.
- b. Takes responsibility for actions, projects and people.
- c. Takes initiative, acts with confidence & works under own direction.
- d. Initiates and generates activity.

1.2 Leading and Supervising

- a. Provides others with a clear direction.
- b. Sets appropriate standards of behaviour.
- c. Delegates work appropriately and fairly.
- d. Motivates and empowers others.
- e. Provides staff with development opportunities and coaching.
- f. Recruits staff of a high calibre.

4.2 Applying Expertise and Technology

- a. Establishes good relationships with customers and staff.
- b. Builds wide and effective networks of contacts inside and outside the organisation.
- c. Relates well to people at all levels.
- d. Manages conflict.
- e. Uses humour appropriately to enhance relationships with others.

5.2 Creating and Innovating

- a. Produces new ideas, approaches or insights.
- b. Creates innovative processes, products or designs.
- c. Produces a range of solutions to problems.
- d. Seeks opportunities for organisational improvement.
- e. Devises effective change initiatives.

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction.
- b. Sets high standards for quality and quantity.
- c. Monitors and maintains quality and productivity.
- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals.

7.1 Adapting and Responding to change

- a. Adapts to changing circumstances.
- b. Accepts new ideas and change initiatives.
- c. Adapts interpersonal style to suit different people or situations.
- d. Shows respect and sensitivity towards cultural and religious differences.
- e. Deals with ambiguity, making positive use of the opportunities it presents.

Applicants should note:

- *That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.*
- *The successful postholder will be expected to undertake any personal development necessary to fully meet the requirements of the Role Description and Person Specification (e.g. gaining a qualification to validate knowledge obtained through experience) and they will be barred from reaching the top of the grade until they do.*