

TENDRING DISTRICT COUNCIL

ROLE DESCRIPTION

Department:	Place and Wellbeing	Post No:	NEW
Job Title:	Business Manager	Grade:	10 - 11
Reports to:	Corporate Director, Place and Wellbeing		

1 Main Purpose of the Role

To manage under the direction of the Corporate Director of Place and Wellbeing together with the Department's Assistant Directors for all aspects of the Council's Business within the Directorates' teams in order to deliver an efficient and effective service and the responsibilities related to the Directorate's functions 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
- Managing and monitoring governance and decision making across the department
- Business development and external networks
- Departmental fee setting / cost recovery
- Responsibility and monitoring of departmental budgets
- Monitoring of performance against local and national targets
- Developing and maintaining data systems
- Quality Control
- Responsibility for and control of procurement
- ICT development for the Directorate
- Responsibility for Corporate Business functions within the Directorate including reporting on performance
- Service planning for the Directorate
- Managing the process of objective setting and Directorate performance management
- Business Continuity & other corporate functions for the Directorate
- Audit functions
- To manage Administration staff with the Service group
- Recruitment, staff reviews and absence management
- Member liaison

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

To work alongside the Assistant Directors and 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 Directors and to assist, and deputise for the Corporate Director, Assistant Directors or Service Managers as required.

Amended within 25% of the B&PR Business Manager JD

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 on Finance and Administration 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 administration in the Directorate including customer service, performance monitoring and quality control.
- 2.5 To deputise for the Corporate Director, Assistant Directors 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 Directors and Service Managers as required.
- 2.6 To take responsibility for the development of robust service plans and policies relevant to the area of services in the Directorate.

To develop, implement and oversee comprehensive safety and training systems and promote efficient and customer focused working practices.
- 2.7 To ensure the Directorate runs a system of staff performance plans regular 1:1s and staff appraisals. To provide leadership and management to staff within the Directorate 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 Directorate 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 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 improvement of service delivery across the Directorate including through ICT and digital to improve customer service and satisfaction; and to lead on 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 outcomes, customer satisfaction, 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: NEW

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 legislation relevant to the Directorate and experience in delivering a professional service
- Level 4 or above Management qualification
- Proficient in the use of MS-Word, Excel, Outlook with experience of utilising ICT to improve service delivery.
- An understanding of the business of the Directorate (sport and leisure, economic growth, culture and health), and , Business and Corporate functions
- Effective budget, people 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.*