



Ipswich Borough Council
Job Description: K72a

Business Support Manager

Main Purpose of Job

To lead, manage and be accountable for the Business Support Services service area, reporting directly to the Head of Public Protection

Main Duties

1. To be responsible for the operation of the Business Support Unit providing general and specialist administrative services across Housing and Public Protection Services
2. To lead and develop service area employees using delegated powers of authority. To manage and supervise employees in accordance with Human Resources policies and procedures and management competencies including a positive duty to promote diversity and equal opportunities.

3. To be responsible for the service areas budget/s including monitoring and reporting and the preparation of estimates as required by the Head of Service and in accordance with the Council's financial procedures.
4. To identify, coordinate and promote new and innovative opportunities to develop the service for the future including alternative methods of service delivery, external funding and partnership working
5. To be responsible for Continuous Professional Development (CPD) in own specialist/professional area in order to remain abreast of new developments, local and national issues, case law and relevant legislation, also maintaining comprehensive CPD records.
6. To be responsible for the provision and maintenance of effective performance management systems and the production of relevant information to support and monitor the delivery and performance management of front line Housing and Public Protection Services. To provide key performance information across Housing Services and Public Protection.
7. To be responsible for the provision and maintenance of effective information systems within Housing and Public Protection Services to enable efficient service delivery and ensure legislative and policy compliance.
8. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



IPSWICH
BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title Business Support Manager: Public Protection and Housing Services

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge/Qualifications	Educated to HND/NVQ5 level + 3 years' experience in relevant field.		Application/Certificates

<p>Work related experience, skills and competencies</p>	<p>An understanding of and ability to use a strong performance management approach to manage employees.</p> <p>An understanding of and ability to deal with under-performance of own employees – whether due to ability or behaviour</p> <p>Experience of management and control of budgets.</p> <p>Experience of identifying ways of using new technology to improve efficiency.</p> <p>Effective Project Management Skills</p>	<p>Local Government and/or Housing experience</p>	<p>Application form/interview/psychometric tests</p> <p>Application form/interview</p>
<p>Personal skills</p>	<p>Demonstrate effective presentation and communication skills, both written and verbal.</p> <p>Ability to work collaboratively building trust, mediating, conciliating, negotiating and delegating.</p> <p>Ability to organise and prioritise workload and meet deadlines</p>		<p>Application Form/Interview/Psychometric testing</p>

	<p>Ability to work well as part of a team</p> <p>Able to work on own initiative and make decisions without reference to others</p> <p>Demonstrate a customer focused and responsive approach that improves service delivery.</p>		
Special working conditions			