

# Team Leader – Business Support

**Salary Range: £43,004 - £49,131**

**Grade: Level 4, Zone1**

**Location: 5 Pancras square**

**Reports to: Yetunde Kudehinbu**

For the Rebellious  
[www.camdenjobs.co.uk](http://www.camdenjobs.co.uk)

For the Rebellious  
[www.camdenjobs.co.uk](http://www.camdenjobs.co.uk)



# About the role

To take an active role in the management of a business support functional team. To manage relationships with services across Camden, meeting regularly to understand business need and adapting and flexing resource to meet organisational objectives. To play a lead role in identifying and implementing service improvements and implementing change in collaboration with others.

## The things you'll achieve

- To manage the day-to-day work of staff in business support functions to ensure a flexible and professional service that enables the organisation to meet its strategic objectives.
- Work with colleagues to develop a service offer for all functional areas including providing clear guidance for how to access services, ensuring that teams are visible, approachable and maintain high levels of customer service at all times.
- Develop a multi-skilled workforce that is knowledgeable, adaptable, willing, and empowered and enabled. Provide direction so that staff understand priorities and are focused on adding value and delivery.
- To manage relationships with services across Camden, engaging regularly to understand business need and quickly adapting to change - tailoring and flexing resources in order to provide priority support.
- Allocate and co-ordinate work carried out by business support functional teams and ensure that functional teams respond quickly to change and provide a professional service.
- Play a lead role in removing duplication and waste work and identifying service improvements. Use creative and innovative thinking to develop solutions and solve problems. And, in collaboration with others across Camden, work to manage and implement these improvements to ensure that the service is delivering for the people of Camden in the most efficient and effective way Use quantitative and qualitative data related to business support functions to understand patterns, trends, and overall service performance. Use data to adapt service provision accordingly.

# About you

## Experience

- Experience of developing, motivating, and getting the best out of teams.
- Excellent organisational skills and ability to manage a team with a complex and varied workload with a flexible and innovative approach to work
- Experience of working in a customer focused environment and providing a proactive, professional, approachable and courteous service.
- Excellent communication (written and oral) and interpersonal skills and the ability to explain details in plain, simple English.
- Experience of managing relationships with colleagues across a complex organisation
- Experience of identifying inefficiencies and managing service improvement projects through to delivery.
- Experience of presenting and advising others across the organisation either individually or in groups

## You have

- People management skills and performance management skills with the ability to manage a team to ensure delivery of a consistently high level of performance, quality and customer care.
- Ability to work on own initiative and with minimal supervision and able to make accurate, considered judgements and decisions.
- Ability to deal sensitively and discretely with confidential matters with an appreciation of confidentiality requirements and data protection principles within the workplace
- Expert practical application of IT systems and software packages, including spreadsheets, databases and presentation programmes with the ability to collate, manipulate, analyse and present data in plain and simple language
- Good attention to detail
- Willingness to adapt and to gain experience and expertise in other areas

## Other important stuff...

**People management** : Full management responsibility for a team of staff (12+) carrying out similar business support and administrative activities. Responsible for all training, learning, team development and personal development of team members ensuring the maintenance of high-quality standards

**Work environment:** The post-holder will be required to work in line with Camden's agile working framework including flexible and remote working patterns as required by the service. They will also manage a team and the effective delivery of services within that framework.

**Who you will be working with:** The post holder will work with a wide variety of teams across the council and partner organisations. This post will report into the Service Manager – Business Support, Business Support Services, Level 5 Zone 1. The post holder will be required to liaise with various teams and services across the organisation to understand business need, resolve issues, and provide advice and guidance. Key contacts will include: Officers across Camden at all levels • Senior leadership teams across all directorates • Portfolio Holders and Elected Members • Members of the public and business visitors.

In managing relationships there will, on occasions, be a need to utilise negotiation skills when agreeing service provision and resolving complex and contentious matters. The need for the provision of excellent customer service is crucial for the delivery of service objectives. As is the focus on learning and service improvement and promotion of good practice. The postholder will be a point of reference on all business support matters and will be expected to make decisions leading to service provision. The application process: Your application will be assessed and if you are shortlisted you will be invited for an interview via MS Teams with a Panel of no more than three officers to give you the opportunity to tell us more about your experience and skills and for you to find out more about us and the role.

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

## Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

