

## **Job Profile**

**Job Title: Service Support Manager**

**Job Grade: Level 4 Zone 1**

**Salary Range: £43,004 - £49,131**

### **About Camden**

'Camden is listening to everyone, including you. We're giving a platform to people inside and outside our community. Because we're not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### **About the team/service**

The Integrated Early Years' Service (IEYS) vision: Every child has the best start in life, high quality early education and is ready for school by age 5.

### **About the role**

We have a development opportunity for an ambitious person to provide a wide range of support to the integrated early years' service across a diverse range of subjects.

- Support the senior management team and other core managers in the performance of their budget management duties.
- Co-ordinating the management of premises liaising with the business managers and contractors where necessary to ensure consistency and that planned, term and reactive maintenance is managed with appropriate liaison with property services.
- Ensure that all Health and Safety requirements are fully met and that the buildings are accessible, clean and welcoming.
- Ensure that, where possible, services such as cleaning are procured in the most cost-effective way.
- Support the management team in the maintenance of effective business continuity plans including call cascade arrangements.
- Take a strategic lead on the development and implementation of consistent administrative practice across the service, liaising with managers in the service to ensure that procedures are effective and efficient.
- Maintain an overview of compliments and complaints received by the service and ensure that Freedom of Information requests and Member Enquiries are responded to in a timely and efficient manner.
- Liaise effectively with the health visiting provider to ensure equity of support for the integrated teams based in Children's Centres and Family Hub and Health Centres.
- Co-ordinate and, where necessary, directly provide support to the senior management team in the planning, co-ordination and recording of projects, meetings, and events that support the management of the service.

### **About you**

The role will report to the Head of Service.

- Knowledge and experience of office management and administrative practice.
- Experience of the development of efficient systems of administration including financial and statistical databases.
- Knowledge and experience in the use of Council finance systems.

- Knowledge of the legislative context of early years services.
- Experience of creating reports and writing for a range of audiences.
- Experience of managing competing demands and liaising with a range of colleagues from different organisations.
- Some knowledge of the Health and Safety requirements associated with operating buildings open to the public.
- Project management experience.

#### **Work Environment:**

Mainly office based, including visits to team bases, meetings on and off-site, working all year around.

#### **People Management Responsibilities:**

Develop and maintain effective relationships with colleagues within the service and with other teams within the Authority and external partners.

#### **Relationships:**

Your key contacts will include the Integrated Early Years Senior Management Team, Early Years Core Managers, Heads of Nurseries, Business Managers and other Council colleagues, Managers within the commissioned and partner services, as appropriate, Children and Learning Service Managers and staff across the wider service.

#### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

#### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

#### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

#### **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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and 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) or post to 5 Pancras Square, London, N1C 4AG