**Job Profile: Business Support Service Team Leader**

**This supplementary information for the Business Support Service Team Leader is for guidance and must be used in conjunction with the Job Capsule for the Job Family Business Services at Level 4 Zone 1, Camden Way Category 4**.

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To be responsible for the management of staff across multiple teams within the Business Support Service, ensuring people and budgetary resources are allocated flexibly to meet organisational objectives. To play a lead role in identifying and making service and process improvements to aid continual improvement of the service.

**Example outcomes or objectives that this role will deliver:**

* 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.
* Investigate and resolve service issues and complaints, in line with agreed service standards and make recommendations for the continuous improvement, development and professionalism of staff and the services they deliver.
* Allocate and co-ordinate work carried out by multiple teams, ensuring resources are used in a flexible way to meet the needs of the organisation.
* The postholder will be required to think creatively and innovatively when resolving issues and in overseeing the development and implementation of a range of service improvement projects
* The postholder will be expected to make decisions relating to the work that the team undertakes and the services delivered and, as such, are likely to have a significant effect on customers.
* To design systems that enable the provision of performance data relating to business support functions; showing trends to ensure performance indicators, targets & standards for the services are met.
* To lead and take actions to promote, facilitate and support data sharing across the council and with partners that is effective, secure and compliant.

**People Management Responsibilities:**

* Full management responsibility for a team of staff (circa.12) who will be carrying out work across the Business Support Service
* Responsible for all training, learning, team development and personal development of team members ensuring the maintenance of high quality standards.

**Relationships:**

The Business Support Service function supports specialist and technical teams across Camden. The post holder is required to oversee individual and collective learning and application of knowledge of technical and administrative processes to support the work of a wide variety of teams across the Council.

This post will report into the Business Services Managers, Level 5 Zone 1.

Working in partnership with other Business Support Service Team Leaders in the service, the post holder will be required to liaise with various teams and services across the organisation, resolving issues and providing advice as required. Key contacts will include:

* Chief officers and senior managers across directorates
* Portfolio Holders and Elected Members
* Officers in other local authorities, London-wide bodies and central government departments
* Members of the public.

These relationships will involve the resolution of complex and contentious matters that will require persuasion and negotiation with senior members of staff. The outcomes of these discussions will influence and have implications for the organisation, in particular, in the provision of excellent customer service and the achievement of business objectives.

The post holder will be a point of reference on all business support matters and will be expected to make decisions leading to the setting of working standards in the provision of services delivered and, as such, are likely to have a significant effect on internal or external customers.

**Work Environment:**

The post-holder will be required to work in an agile way in line with Camden’s paperless and flexible work environment.

**Technical Knowledge and Experience:**

* People management skills and performance management skills with the ability to lead a team to ensure delivery of a consistently high level of performance, quality and customer care.
* Expert user of systems and information systems, with the ability to collate, manipulate, analyse and present data.
* Expert practical application of IT systems and software packages, including spreadsheets, databases and presentation programmes.
* Excellent organisational skills and ability to manage a complex and varied workload with a flexible and innovative approach to work.
* Excellent interpersonal and communication skills (written and oral) including literacy, tact and diplomacy.
* 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 within the workplace

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>