

Service Manager - Business Support

Job Title: Service Manager- Business Support

Job Grade: Level 5 Zone 1

Salary Range: £46,756 – 54,238

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to 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 role:

Business Support provides a wide range of services focusing on a shared understanding of how our efforts contribute towards front line delivery—putting citizens at the heart of everything that we do.

The role is to lead and manage part of the Business Support function, allocating people and budgetary resources to meet the needs of services in line with organisational objectives.

- To lead and drive a flexible and professional business support and administration function with excellent performance, to enable the organisation to meet its strategic objectives.
- The post holder will be required to prioritise people and budget resources to ensure it meets delivery targets and service standards.
- Lead responsibility for the continuous improvement, development and professionalism of business support and administration staff and the services they deliver.
- Develop and maintain strong working relationships with key stakeholders across the organisation, being a lead relationship manager for a specified Directorate, to ensure services provided add value and meet the business needs and that service levels exceed expectation.
- To lead strategic and creative thinking on complex issues and identifying opportunities with a view to service improvement.
- Lead on ensuring continuous improvement of systems, processes and procedures to achieve better and more efficient ways of working and optimise quality output.

About you:

The following attributes are needed for this role:

- Ability to work at a strategic level; planning and prioritising resources to meet business needs

- Experience of successfully leading and motivating a large, professional support service within a high performing, diverse organisation.
- Experience of successfully monitoring, managing and reporting on staffing related budgets.
- Proven experience in managing projects, allocating resources and ensuing partnership working to ensure the project is delivered within budget and on target.
- Experience in practical application of management information and systems (including spreadsheets, databases and presentation programmes) to collate, manipulate, analyse and present service-related data.
- Ability to make accurate, considered business focussed judgements and decisions, whilst influencing people and obtaining buy-in.

Work Environment:

You will be required to work in line with Camden's agile working framework including flexible and remote working patterns which are a combination of office-based and home working, as required by the service and effective delivery of services within that framework.

People Management Responsibilities:

- Full management responsibility for a large group of staff (circa 60) carrying out work of a diverse nature.
- Direct line management responsibility for four or five Team Leaders
- Lead responsibility for recruitment and selection, performance management, staff development and the application of HR policies and procedures.

Relationships:

This post will report into the Head of Business Support, Level 6 Zone 2.

The post holder will be required to liaise with various teams and services across the organisation, resolving complex issues and providing expert advice. Key contacts are likely to include:

- Chief officers and senior managers across directorates
- Portfolio Holders and Elected Members
- Residents, local business people, voluntary/statutory organisations and other external agencies
- Officers in other local authorities, London-wide bodies and central government departments

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

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

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 other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. 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). 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 or post to 5 Pancras Square, London, N1C 4AG,