

**Manchester City Council  
Role Profile**

**Business Support Lead Level 1 (Ambition Manchester), Grade 5  
Manchester Adult Education Service, Growth and Development Directorate  
Reports to: Careers and Progression Manager  
Job Family: Business Support**

**Key Role Descriptors:**

The role holder will act as a key member of the team in the provision of a quality, value-added business support.

The role holder will provide high quality, customer focused, flexible and timely business support directly contributing to the achievement of objectives of a high quality service.

The role holder will play a key role in the development, maintenance and monitoring of effective management information systems to meet the needs of the service.

The role holder will effectively coordinate project work and lead on specific project work streams to support the delivery of a high quality service.

The role holder may be required to provide high quality, professional, customer focused, flexible, timely and confidential secretarial support to senior management.

**Key Role Accountabilities:**

Accurately monitor best practice across a high quality service using management information to assess performance and outcomes.

Coordinate the effective deployment of resources to meet the support needs of the service, managing performance and development needs to achieve agreed project objectives and service priorities.

Coordinate the production and supply of accurate performance data and management information to support the needs of the service in line with agreed objectives.

Effectively contribute to the monitoring, evaluation and improvement of all business support activities and house-keeping protocols that support the needs of the service and corporate initiatives.

Provide accurate research and analysis support where required and produce a range of high quality communication, such as reports and briefing notes for various audiences and purposes including complex, confidential and sensitive correspondence.

Contribute effectively to the design, implementation and maintenance of high quality management information systems and business support activities, providing comprehensive advice to customers and stakeholders.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council, providing cover and flexibility where required.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:****MAES Purpose**

Inspirational education which connects Manchester's adults to their potential, their community and their future.

**MAES Strategic Objectives**

Connecting to potential: Enable individuals to build on their strengths, developing the skills and the mindset they need to succeed.

Connecting to community: Equip learners with the skills and confidence to engage with and contribute to their community along with opportunities to do so.

Connecting to futures: Empower learners to progress with confidence and clarity about their next steps.

Connecting the employers: Collaborate with Manchester employers to design and deliver learning for their current and future workforce.

The role holder will

- provide business support to the expansion of the Ambition Manchester in-work progression service
- provide business support for the centralised referral system and assist in the production of regular data reports on project aims and outcomes
- take a lead in the gathering of details of opportunities across the city of Manchester and adding these to the Ambition Manchester resource area
- use a range of Microsoft and Google applications including word processing and spreadsheets
- attend events as required and disseminate publicity for the promotion of the project
- be self motivated and able to use initiative as well as take direction in supporting the project to a high standard

## Key Behaviours, Skills and Technical Requirements

### Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

### Generic Skills

- **Communication Skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
- **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment.
- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

### Technical Requirements (Role Specific)

None