

**Manchester City Council
Role Profile**

**Business Support Lead L2, Grade 6
Public Health
Reports to: Director of Public Health
Job Family: Business Support**

Key Role Descriptors:

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

The roleholder will define, lead, and ensure that appropriate and effective business support initiatives are in place to support the delivery of high-quality services.

The roleholder will have lead accountability for the organising and performance management of business support activities which may include the management of staff, finances, or physical resources.

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

Key Role Accountabilities:

Lead accountability for adopting best practice in business support activities and in continuously improving the performance and customer service standards to meet and improve outcomes for the service in line with objectives and key performance indicators.

Responsibility for undertaking service planning reviews aligned to the business plan objectives with lead accountability for the development, implementation and review of key business support processes and procedures which effectively support service needs.

Analyse and interpret feedback and performance data and proactively develop recommendations for improvement in line with best practice in a way that supports service priorities and objectives.

Accurately monitor customer care performance in line with key performance indicators, producing reports on current position providing recommendations for improvement and setting clear business and personal objectives.

Contribute to the development and improvement of management information systems identifying areas for improved efficiency and added-value to support the service.

Develop effective partnerships and collaborative working arrangements with other services to implement transformational change working and identify council wide improvements and cross-cutting initiatives to improve the value-added role of business support.

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

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.

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 – Secretary L2 (Public Health):

We are looking for an experienced secretary and business support lead to provide effective, efficient and professional business support directly to the Director of Public Health (DPH). The DPH is one of the most senior officers within Manchester City Council, leads the work of the Public Health Department and is part of the Strategic Management Team (SMT). Both SMT and a virtual team of business support leads are located on level 3 of the Town Hall Extension.

The Department of Public Health

The Public Health Department leads work together with a range of partners through the development of strategies, policies, work programmes and commissioning of services to improve the health of the population of Manchester, protect them from threats to their health; prevent and mitigate risks to support better health outcomes; and create the conditions in society and the environment that lead to better health. The department is based at Manchester City Council and works closely with the NHS as part of Manchester Integrated Care Partnership.

The department covers 5 areas of responsibility:

Areas of responsibility

1. Healthy Environments and Health Protection
2. Health Improvement and Health Creation
3. Healthcare Public Health and Prevention
4. Integrated Equality, Inclusion and Engagement
5. Population Health Integration and Systems Development

The core functions include a specialist Knowledge and Intelligence team, contracts, project management and business support.

The Role

The roleholder will provide dedicated support arrangements for the Director of Public Health (DPH) and a high-quality service which delivers all aspects of operational, administrative and finance support to the department.

The work of the department can be time-sensitive, high profile and politically sensitive. The extreme example of this was when responding to the COVID-19 pandemic but issues can occur from day to day that require sensitive, confidential, and/or rapid response. The roleholder will be a high skilled, experienced administrator who will manage the diaries and emails of the DPH to ensure that urgent and or politically sensitive issues are acted on promptly, and to enable the department to respond to tight deadlines.

The support requires tact, diplomacy, political sensitivity, and the ability to maintain strict confidentiality. The roleholder will also be responsible for supporting meeting management; forward planning, communication with partners, servicing meetings,

recording, and distributing accurate minutes as required by the DPH. The roleholder will be required to support the DPH in their role as convenor of Health & Wellbeing Board and with other Committee functions.

The work includes supporting incident response and management meetings which have to be convened at short notice, with notes and actions accurately captured and promptly shared to enable rapid action for example within the context of an outbreak or increased community transmission of an infectious diseases.

The roleholder will be expected to support other senior officers and to co-ordinate activities and manage communications between other business support staff as required.

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. Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
- **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
- **Planning and Organising Skills:** 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 Skills:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken
- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

- **Administrative Skills:** Ability to coordinate the administrative/business support to a busy office environment or a manage the complex and busy diary of a senior officer. Skills to proactively develop and maintain effective admin systems to meet the needs of team/service that covers a number of different disciplines. Ability to arrange and service complex meetings, preparing information, taking detailed notes and producing minutes from a wide range of meetings.
- **Financial Management Skills:** Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.

Technical Requirements (Role Specific)

None