**Manchester City Council**

**Role Profile**

**Business Support Lead Level 2, Grade 6**

**Executive Members Office, Legal and Democratic Services, City Solicitors Division**

**Reports to: Executive Members Senior PA**

**Job Family: Business Support**

**Key Role Descriptors:**

The roleholder will be required to provide high quality, professional, customer focused, flexible, timely and confidential PA and secretarial support to Executive Members.

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 have accountability for the organising and performance management of business support activities which may include the management of temporary staff, induction of new team members, finances or physical resources.

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

**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.

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:**

The Executive Members Office is based within the City Solicitor’s Division in the Corporate Core and comprises Legal Services, Registrars and Coroners, Communications, Electoral Services and the Civic and Ceremonial Team. The City Solicitor’s division underpins the legal, democratic and statutory functions of the Council and also provides frontline services directly to residents in Elections, Communications and Registrars and Coroners.

The Executive Members Office is part of Legal Services and provides dedicated PA and administrative support to the Executive Members of the Council.

The role holder will maintain an understanding of the Executive Members’ current priorities, interpret the Members’ correspondence and other communications in relation to those priorities, and use initiative to anticipate and deliver the appropriate support Members will benefit from. Duties include casework support, extensive diary management, handling all enquiries and requests for meetings, meeting preparation and facilitation and travel booking.

The role holder will have strong information technology skills and experience of supporting others in their use of this.

The main contacts of this post are Councillors, Senior and other officers, outside agencies and government departments, MP’s and members of the public.

**Business Support Lead Level 2 – Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We work together and trust each other
* We’re proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and aren't afraid to try new things.
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Interpersonal:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding. Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, influencing and negotiating when required.
* **Analytical:** Demonstrate the ability to apply statistical methods to analyse and resolve business and technical problems.
* **Planning and Organising:** Ability to organise own time effectively, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Project Management:** Ability to plan the achievement of a desired outcome through a series of actions and milestones with the ability to implement monitoring techniques to capture progress made.
* **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate courses of action to produce a logical, practical and acceptable solution.
* **People/Performance Management:** Is able to inspire individuals to give their best to achieve a desired result and maintain effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need. Also lead and plan the work of a team which deals with more diverse issues. Ability to motivate, guide and coach others towards accomplishment of objectives/tasks.

Technical requirements (Role Specific)

* English Language/Literature qualifications at a Grade C or above (or equivalent).
* Be conversant with Outlook.
* Typing speed of 50wpm.
* Good understanding of Microsoft Word and Excel.