**Manchester City Council**

**Role Profile**

**Business Support Lead Level 1 (Operations), Grade 5**

**Art Galleries Service, Neighbourhoods Directorate**

**Reports to: Senior Operational Lead**

**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 roleholder 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 roleholder 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:**

**Manchester City Galleries**

Manchester City Galleries are proudly part of Manchester City Council and belong to the people of Manchester. We believe that creativity can be a powerful force in making a healthy society and achieving positive social change. We meet the needs of Manchester’s varied communities, connecting art and people through exhibitions, engagement and education. Art can expand our knowledge of the world and our sense of place within it.

At our three sites – Manchester Art Gallery, Platt Hall, and our Conservation and Research Centre in Queens Park - we care for a collection of over 50,000 objects including art, craft and design and clothing. In our 200th year, we are taking stock of our collection, working with and for the people of Manchester to shape our future.

We are committed to working in partnership, offering free social spaces and building collaborations with communities, agencies, charities and other council services. We place people at the centre of all that we do, using our resources to make the city a fairer place. This commitment to social justice includes actively working to address the inequalities of class, race, gender, sexuality, age and disability as well as improving our environmental sustainability.

**About the Role:**

The role provides essential business support for the Senior Operational Lead, Senior Creative Lead, and the gallery’s leadership team.

The postholder will provide administration to ensure the smooth running of the gallery’s open plan office - including maintaining a stock of supplies/consumables, booking travel and accommodation for gallery staff and partners, maintaining and replacing office equipment and furniture, and taking meeting minutes as required.

The role is an enhanced requisitioner - raising purchase orders, processing and raising invoices on Reason, raising jobs via FM Helpdesk, purchase card transactions, and setting up suppliers on SAP, and maintaining a vendor list for the gallery.

As the Business Support lead, the postholder will supervise the activity of other gallery requisitioners and Purchase card holders to ensure compliance with MCC Financial Regs and effective procurement of goods and services.

The role also has responsibility for collecting data to support financial monitoring, our business plan, and our carbon reduction plan and KPIs.

**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:** 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 absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
* **Planning and organisation:** 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:** 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 use and accurately maintain effective administration systems in a rapidly changing environment
* **Financial management:** 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)**