**Manchester City Council**

**Role Profile**

**Business Support Lead Level 1, Grade 5**

**Home to School Transport Service, Children’s Services Directorate**

**Reports to: Workforce Development Coordinator**

**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:**

The Service - Access & Sufficiency

The service ensures children and young people aged 4 to 16 (2 to 25 for those with SEND) have access to appropriate Education. This includes ensuring there are sufficient school places across the City including alternative provision and specialist provision through effective place planning and management; school organisation including overview of statutory change processes linked to schools; schools admissions processes; Children Missing Education processes including children who are electively home educated; statutory assessment for Education, Health and Care plans and maintenance of plans; home to school travel processes including free travel passes.

The Service is key to ensuring Children’s & Education Directorate delivers its commitments to children:

● Safe

All children and young people feel safe, their welfare promoted and safeguarded from harm within their homes, schools and communities

● Happy

All children and young people grow up happy - having fun, having opportunities to take part in leisure and culture activities, and having a good social, emotional, and mental wellbeing. It also means all children and young people feeling that they have a voice and influence as active Manchester citizens

 ● Healthy

The physical and mental health of all children and young people is maximised, enabling them to lead healthy, active lives, and to have the resilience to overcome emotional and behavioural challenges

● Successful

All children and young people have the opportunity to thrive and achieve individual success in a way that is meaningful to them. This may be in their education, or in their emotional or personal lives

**The Team - Home to School Transport**

The Council has a duty to promote the use of sustainable travel and transport between home and school. This includes promoting healthy, sustainable and safe travel solutions; actively engaging and promoting good outcomes for all children; supporting children and young people to attend school regularly; working in partnership with parents and carers to support them with their legal responsibility to ensure that their children attend school; and promoting independent travelling for children and young people wherever possible, taking account of their age and needs.

**The Role**

Update, input and extract information from management information systems accurately and competently as required.

Run reports from various management information systems on Key Performance Indicators of the team and financial performance including income and expenditure performance.

Use relevant software to plan and communicate transport routes to all relevant stakeholders, including transport providers and parents/carers.

Manage financial transactions using relevant software and be able to provide reports / update on current financial situations.

Maintain information and resources on the council website in relation to the statutory duties for Home to School Transport.

Provide supervision and support for the Home to School Transport Administrators.

**Business Support Lead Level 1 - 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**

* **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:** 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 organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
* **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.
* **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. Is able to make effective decisions on a day to day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary.
* **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.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.

**Technical Requirements (Role Specific)**

To be willing to undergo an enhanced Disclosure and Barring Service (DBS)