

**Manchester City Council
Role Profile**

**Business Support Lead Level 1, Grade 5
Manchester Adult Education Service, Growth and Development Directorate
Reports to: Engagement and Admissions 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 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.

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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 ensuring data integrity and reliability to support the needs of the service in line with agreed objectives.

Coordinate the production of all necessary evidence to support compliance activity and external audits.

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 will be required to undertake management duties, either through direct line management of a team (including “Our Manchester Conversations”, 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.

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 Adult Education is a part of MCC, we deliver our services across eight main sites, and we also deliver our services across a large number of Community venues.

We provide services for people 19 years and over, we have a wide range of courses including ESOL, Digital Skills, English, Vocational, Maths, STEPS and Apprenticeships.

MAES objectives are:

- Connecting to Potential - enable individuals to build on their strengths & develop the skills & mindset they need to succeed
- Connecting to community - equip learners with the skills & confidence they need to engage with & contribute to their community
- Connecting to futures - empower learners to progress with determination & clarity about their next steps
- Connecting to employers - provide employers with access to a skilled & resilient workforce & the opportunity to shape MAES provision.

The postholder will work as part of a wider team of Business Support staff and a line manager, collaborating with curriculum teams, external agencies, partner organisations and members of the public. This is a frontline role and will often be the first point of contact for our learners.

They will lead the delivery of a high-quality, learner-focused admissions service that supports MAES recruitment, assessment, enrolment and learner progression. As a key member of the Business Support function, they will ensure that admissions systems, processes and data are professional, efficient and fully aligned with MAES strategic priorities.

The role holder will coordinate the full admissions journey, oversee operational delivery across multiple centres, and ensure that adult learners receive accurate information, timely support and a smooth transition into learning. They will develop and maintain strong management information processes that ensure data accuracy, compliance and high-quality reporting.

They will work collaboratively with curriculum, engagement, learning support and business support teams to ensure seamless communication and an excellent learner experience. The postholder will provide leadership to admissions staff and contribute to the continuous improvement of processes, systems and service performance.

The responsibilities will include:

Coordinate the effective delivery of a streamlined, professional and learner-centred admissions process, ensuring consistency across all MAES centres.

Lead on the development, implementation and continuous improvement of admissions procedures, tools, and workflows.

Support the planning and delivery of regular assessment sessions and enrolment activities, ensuring adequate staffing and high-quality learner experience.

Oversee the full admissions cycle including enquiry handling, application support, assessment scheduling, eligibility checks, enrolment coordination, and induction liaison.

Ensure proactive follow-up with prospective learners to improve conversion from enquiry to enrolment.

Maintain oversight of waiting lists, ensuring accurate tracking, timely allocation of places, and collaboration with curriculum teams on capacity.

Ensure accurate input, maintenance and integrity of admissions and learner data within EBS and other MIS systems.

Produce regular reports on applications, assessments, enrolment trends, conversion rates and admissions-related KPIs.

Ensure compliance with funding rules, data protection requirements, audit standards and internal quality assurance procedures.

Work closely with curriculum teams to ensure staff have up-to-date knowledge of provision, entry requirements and assessment expectations.

Collaborate with the Engagement & Admissions Team to align messaging, recruitment activity and lead-conversion priorities.

Coordinate with Business Support teams to ensure centres are prepared for assessment and enrolment sessions, including resources, induction support and learner services (e.g., ID badges).

Liaise with Learning Support to facilitate smooth transitions for learners with additional needs.

Monitor service performance, learner feedback and operational issues to identify improvements.

Contribute to quality assurance and improvement processes, including audit preparation and response to compliance recommendations.

Support staff training and development, ensuring standardisation of assessment knowledge and admissions practice across the team.

Provide coordination, guidance, training and support to admissions staff.

Contribute to staff development through coaching, training updates and promoting consistent standards across the team.

Support line management duties where required, including performance monitoring and maintaining “Our Manchester” behaviours.

Provide high-quality communication including reports, briefings and updates for internal stakeholders.

Ensure equality, diversity and inclusion principles are embedded throughout the admissions experience.

Maintain a strong commitment to personal 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.

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.
- **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.
- **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.
- **People Management:** Ability to organise own and other activities with the ability to carry out operational planning for a specific service area.

- **ICT Skills:** Skills to use ICT systems to obtain analyse data and present it effectively, through a variety of ICT channels.
- **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)

- Consent to an apply for an enhanced disclosure check.
- Strong IT skills, advanced proficiency in Microsoft Excel
- An apprenticeship relevant to the role (e.g., Business Administration, Team Leading, or Management) or an equivalent qualification is required, or a willingness to achieve one within two years