

Business Support

Business Support Manager Job Description and Person Specification

June 2026

Job Description

Job Title:	Business Support Manager
Department:	Leadership Support
Function:	Frontline Business Support
Team:	Family Help & Parenting Assessment Support
Post number:	S00105
Grade:	LBR09
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours
Base location:	Albert Road and Thackery Drive
Reports to: <i>Job title</i>	Business Manager
Responsible for: <i>Job titles of direct reports</i>	<p><i>Business Support Officers</i></p> <p><i>May include supervision of:</i></p> <ul style="list-style-type: none"> • <i>Business Support Apprentices</i> • <i>Business Support Administrators,</i> • <i>Technical Support Officers</i> • <i>Service Coordinators</i> • <i>Directorate Support Assistants</i>

<p>Role purpose and role dimensions: <i>Overview of the job</i></p>	<p>The role includes operational management and leadership of a support team delivering services to children’s social care teams, reporting directly to the Business Manager. The purpose of the role is to work with service areas and members of staff across a range of functions to ensure that services meet their strategic aims.</p> <p>The children’s services teams are located at Albert Road Children’s Centre and Thackeray Assessment and Contact Centre. The teams require support that varies from providing reception duties to coordinating and taking complex minutes for social care meetings.</p> <ul style="list-style-type: none"> • The Business Support Manager will manage a comprehensive and high-quality support service to front-line services to enable them to carry out their duties to high standard. • To manage the Business Support Team including supervision and performance management. • Responsible for raising performance standards by setting clear challenging objectives, for the team to ensure overall achievement is in line with objectives and targets of the directorate. • Implement agreed process and system improvement to raise standards of delivery. • Continually monitor performance, checking quality of work, challenging, and giving feedback where necessary. • Identify development needs for individuals, setting development objectives to encourage others to take greater responsibility and expand their skills and knowledge. • To deputise for the Business Manager. <p>Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and successfully to the ever-changing pressures that local authorities face. This job description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially. It is neither inclusive nor exclusive and will be changed from time to time to meet changing circumstances and demands.</p>
<p>Key external contacts: <i>Organisations</i></p>	<p>MPs, Residents, Community Groups, Contractors, Service Users voluntary/statutory organisations and other external agencies Central Government Departments, Local and Regional Businesses, External Auditors, and officers in other Local Authorities.</p>
<p>Key internal contacts: <i>Job titles or groups of staff</i></p>	<p>Corporate Directors, Operational Directors, Heads of Service, Members, Councillors, other Council and HR, Finance and Constitutional Services.</p>
<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<ul style="list-style-type: none"> • Access to a prepaid card for minor purchases • Support the monitoring/management of the service area budgets • Process orders/payments • Assist in the preparation and analysis of management information including financial reports
<p>Key areas for decision making:</p>	<ul style="list-style-type: none"> • Manage the resources flexibly within your team to ensure service is delivered • Assist with the preparation of reports to support decision making. • Organise events. • Champion Transformation of new ways of working, cultural change and business process re-engineering to ensure a modern and consistent approach.

Other considerations:

E.g. working patterns

- To work flexibly including attendance at evening meetings.
- To attend and participate positively in team and other meetings as required with a view to promoting the development of an integrated response to client's needs, concentrating on the delivery of an efficient and effective service.
- To provide cover for the work of other team members in their absence as required.
- To provide resources cover to other business support teams as required.
- To participate positively in the Performance Management and Personal Development Scheme.
- To participate fully in the council's employee communication system.
- To be always smart and presentable in compliance with the current dress code.
- To always maintain a courteous, helpful and polite response to members of the public, Council Members, outside agencies and staff from other sections of the Council.
- To undertake any other duties appropriate of this area of work and consistent with the level of the post as may be required from time to time.

Key accountabilities and result areas:	Key elements:
Performance Management	<p>This will involve:</p> <ul style="list-style-type: none"> • Managing the various posts providing regular supervision and support to all staff ensuring the delivery of quality services by a motivated workforce. • Implementing performance management for all staff and implementing other management policies and procedures such as Absence Management Procedures, Capability Procedures etc. • Ensuring staff learning and developmental needs are identified and met through supervision and performance management processes. • Responsible for raising performance standards by setting clear challenging objectives, for the team to ensure overall achievement is in line with objectives and targets of the directorate. • Implement agreed process and system improvement to raise standards of delivery. • Continually monitor performance, checking quality of work, challenging, and giving feedback where necessary. • Identify development needs for individuals, setting development objectives to encourage others to take greater responsibility and expand their skills and knowledge. • Ensure that all recruitment, appraisal, staff development, grievance, disciplinary and redundancy policies are complied with • Ensure staff have a clear understanding of the policies and procedures and the importance of putting them into practice • Work in liaison with the Business Manager regarding HR compliance
Business Administration	<p>This will involve:</p> <ul style="list-style-type: none"> • To have complete knowledge of the front-line services their teams are supporting to ensure that the appropriate support is available when required. • Lead on the management and monitoring of their business support team. • Ensure that the business support teams are flexible and responsive to the front-line team's trends, pressures, and demands. • Oversee all administrative arrangements at an appropriate level for meetings and panels of the service areas, including the preparation of agenda, accurate recording of proceedings and decision and dissemination of this information appropriately and in a timely manner. • Maintain relevant Finance and HR records, including raising requisitions, processing invoices, claims, annual leave and sickness and other processes using Agresso, iTrent or other IT Systems as required. • Ensure that monitoring and reporting on the People Directorate business activities, that cannot be reported through corporate systems such as iTrent, is robust, accurate, and up to date. • Ensure that Local and Central Government frameworks and national minimum standards are met such as Ofsted and DfE. • To manage the work of the Business Office including delegation to the Business Administration Officers and the Business Apprentice. • To resolve conflicting deadlines from multiple sources within the Business Office. This will include escalation to the Business Manager on occasion. • Attend briefings as requested deputising for the Business Manager and recording discussions, decisions and actions.
Team Development & Improvement	<p>This will involve:</p> <ul style="list-style-type: none"> • Reviewing and improving administrative systems to ensure they meet the needs of the services being supported.

Communication Partnership working, & Representation	<p>This will involve:</p> <ul style="list-style-type: none"> • Able to convince and communicate with impact to a range of individuals within Local Government Framework, both internal and external stakeholders • The ability to communicate and effectively influence others at all levels and across a variety of professional groups and organisations • Ability to communicate strategies and relevant policies, including Data Protection for use of technology across the Council.
Corporate Accountabilities	<p>This will involve:</p> <ul style="list-style-type: none"> • Support the Business Manager to ensure compliance with the corporate procedures and systems. • Support the Business Manager in preparation of relevant performance reports including relevant learning outcomes of the above. • Oversee and direct the administration of FOIs/SARs/Complaints where required. • All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.

Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Business Support Manager		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = Essential, 2 = Desirable</i>		A - I - T	Weighting
Minimum education/ qualifications:	May be evidenced by qualifications including: Bachelor's degree with honours; Graduate certificates and diplomas; Some professional qualifications; and equivalent qualifications, or evidence of demonstrable application in the course of experience.	A	2
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> • Experience of managing people. • Experience of liaising and working effectively with colleagues across the service areas and partner organisations. • Good experience in maintaining and keeping diaries, records and written correspondence. • Wide experience of note taking and recording minutes. • Experience of dealing with elected members. • Proficient level of IT competence including Word, Outlook, Excel and PowerPoint with a willingness to develop skills further in service specific systems and databases. <p>An understanding of legislation within the scope of this Job Description:</p> <ul style="list-style-type: none"> • Children's Act 1989 & 2004 • Care Act 2014 • GDPR • Data Protection Act 2018 • Financial Regulations 	A I	3
Minimum competencies: Customer focus	<ul style="list-style-type: none"> • Act as a customer champion by continually challenging to think and act in a way which will enhance customer experience. • Committed to the delivery of customer focussed services and continuous service improvement. • Is constantly mindful of equality and diversity issues in providing services and seeks to avoid unwitting discrimination. • Ability to provide services which meet customer needs and expectations, and which conform to the highest professional standards, within a framework of accountability to stakeholders. • Ability to promote and give a positive image both the Council and own Service 	A I	3

<p>Communicating and influencing</p>	<ul style="list-style-type: none"> • Ability to produce a range of written communications which are clear, fluent, concise, and jargon-free and are readily understood by the recipient. • Ability to demonstrate excellent leadership and management behaviours. • Ability to establish and maintain constructive and open relationships with a wide range of people, achieving positive shared outcomes and sharing feedback. • Able to communicate in one-to-one supervisions in a manner which is clear, fluent, and concise and holds people's attention. Checks understanding and choose appropriate style. Encourages feedback and confidentially deals with questions. 	<p>A 1</p>	<p>2</p>
<p>Building relationships, working together and in partnership</p>	<ul style="list-style-type: none"> • Supports existing partnerships to work together effectively and Identifies opportunities to deliver services collaboratively on an on-going basis • Ability to work together, understanding and valuing diversity of cultures, building rapport with partners (internal and external) in order to deliver services together. 	<p>A 1</p>	<p>2</p>
<p>Respecting & implementing diversity</p>	<ul style="list-style-type: none"> • Respects diversity and embraces the principles of anti-discriminatory practice throughout all areas of the work 	<p>A</p>	<p>2</p>
<p>Planning, organising & achieving results</p>	<ul style="list-style-type: none"> • Drives excellence through team delivery and measures self and team by results. • Takes accountability to deliver on commitments • Manages time and prioritises work in an effective and productive way. Produces comprehensive work plans and takes corrective action. • Ability to work under pressure, meet deadlines and remain flexible in the face of changing priorities. 	<p>A 1</p>	<p>2</p>
<p>Embracing change</p>	<ul style="list-style-type: none"> • Proven ability to create an environment which positively embraces change, dealing effectively with unpredictable and uncertain situations, • Demonstrable experience of innovative problem solving and seeking new solutions/ opportunities. • Actively promotes the exchange of learning, best practice and new ideas 	<p>A 1</p>	<p>3</p>

<p>For those with managerial responsibility Leadership, managing, and developing people</p>	<ul style="list-style-type: none"> • Ability to manage, motivate and develop workers and resources within the relevant areas of responsibility to deliver required service outcomes, ensuring understanding of how personal objectives align with services and corporate objectives. • Sustain high morale and inspiration to enable delivery of objectives/outcomes that align with service plans and delivery of the Council values and objectives • To facilitate co-operative working within the area of responsibility and across the organisation to develop and maintain good working relationships within internal and external customers and stakeholders. • Assist the wider corporate management and organisational change by ensuring employees are appropriately informed and developed and encourage a culture of cross-organisational and partnership working • Champion good management practice in line with the corporate policies and procedures • To share and cascade relevant information as necessary to teams. • To ensure learning and development opportunities are utilised to the benefit of the organisation, through appropriate planning and evaluation. • activities and performance in line with corporate policy and procedure. • Ability to co-ordinate the work of the team on a day-to-day basis to ensure other activities are completed effectively to required standards. • Ensure the team maintain positive relationships with internal and external customers. • Support formal and informal leaning and development opportunities to aid operational delivery and staff understanding and ability. Supervise in line with the corporate policy and procedure. 	<p>A I</p>	<p>3</p>
<p>Special conditions:</p>	<p>Flexibility to occasionally work extended hours to meet deadlines.</p>		