

<b>Role Title</b>	<b>Resident Experience and Business Support Supervisor</b>
<b>Job Family</b>	<b>Stronger Communities</b>
<b>Competency Level</b>	<b>All Colleagues</b>
<b>Pay Range / Scale</b>	<b>SO2</b>
<p><b>Purpose</b></p> <p>To provide a professional, proactive role delivering Business Support functions to the organisation. To provide supervision to all the Business Support Officers working in the relevant team</p> <p>To ensure the delivery of Business Support functions that support the relevant service area deliver on its statutory and regulatory obligations, and provide a seamless service to Residents</p> <p>To provide creative and innovative solutions to operational problems and issues that may arise, to ensure delivery of an excellent service to residents</p> <p>The role will be working in one of the following teams;</p> <ul style="list-style-type: none"> <li>• Business Support Children's</li> <li>• Business Support Education</li> <li>• Business Support Adults</li> <li>• Business Support Resources</li> <li>• Business Support Neighborhoods</li> </ul> <p>To provide specialist knowledge and expertise on the Business Support functions related to the relevant service area, understanding the purpose of those functions in delivering a seamless service to Residents that meets statutory and regulatory standards</p>	
<b>Generic Accountabilities</b>	
<p>Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service.</p> <p>Provide information and resolve problems, within scope of role, escalating to line manager as required.</p>	<p>Communicate effectively on all customer / service queries to resolution.</p> <p>Resolve complex or non-routine customer/service queries.</p> <p>Residents are satisfied with the response, or aware what steps are being taken to ensure resolution</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
<p>Maintain information systems which support the specialist area.</p>	<p>Ensure all information is recorded accurately on the relevant system</p> <p>Up to date records / information are maintained and are well organised and accessible.</p>

	<p>Develop appropriate skills for various systems, taking responsibility for self-development and participating in training and development.</p> <p>Share knowledge gained with others.</p> <p>Contribute to the development of systems.</p>
<p>Maintain all required records and information. Analyse and interpret complex information, for input into reports.</p>	<p>Accurate, complete and relevant information / records / reports are provided for internal and / or external use.</p> <p>All documents, correspondence etc are recorded, distributed and processed correctly within agreed timescales.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>
<p>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.</p>	<p>Safeguarding standards are monitored and maintained in compliance with Council policy</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p><b>Specific Accountabilities</b></p>	<p><b>End Results/ Outcomes</b></p>
<p>To supervise the delivery of Business Support in the relevant service area, as set out in the Service Level agreement.</p> <p>To provide specialist knowledge and expertise within the relevant Business Support service area, which engages customers / stakeholders and enables them to make effective use of the service.</p>	<p>Ensure workload of the team is carried out meeting statutory, policy and regulatory guidelines and those requirements set out in the service level agreement</p> <p>To oversee activities of the team</p> <p>Allocate resources according to priorities in the absence of the Team Manager</p> <p>To manage complex customer queries and enquiries and investigate complaints</p> <p>To encourage team work, sharing knowledge and information so that tasks can be completed.</p> <p>To set standards of behaviour across the team in line with the values of Missions Waltham Forest and high standards of customer service.</p> <p>To take responsibility for high quality work produced within the team and ensure that the team is being flexible and adaptable to ensure effective service delivery</p>

<p>To ensure excellent customer services standards are maintained when delivering Business Support functions in the relevant area</p>	<p>Work closely with the team manager, relevant service area and Business Support team to clarify changing customer / organisational requirements.</p> <p>To ensure that customer requirements are identified and documented.</p> <p>To identify issues that will have an impact on customer service and resolve or escalate as necessary</p>
<p>To support colleagues in the delivery of Business Support in the relevant service area</p>	<p>Ensure accurate, up to date operating procedures and guidelines for use by the team</p> <p>Ensure specialist documents / materials / activities are available to support / promote the service area.</p> <p>To support the induction of new starters within the team</p> <p>To maintain a training matrix, to enable regular training to be carried out by all members of the team</p> <p>To contribute to the completion of Business Support activities as necessary</p>
<p>To undertake Business Support Activities, as set out in the relevant Service Level agreement, including, not limited to;</p> <p>Processing application forms, Contacting residents, Completing registrations or requests and surveys Meeting administration</p> <p>Financial administration such as : Purchasing good or services, Process expenditure requests, Invoices and other financial documents Handle payments and expenses claims</p> <p>Systems updates and administration: Updating databases and systems Maintaining accurate records</p> <p>Face to face customer interactions, such as reception duties, working at a family centre or hub</p>	<p>To ensure Business Support functions are carried out in accordance with organisational policies, service area statutory and regulatory obligations</p> <p>To ensure the use of systems and technology to ensure duties are carried out effectively and efficiently.</p> <p>To work as part of a team delivering Business Support functions, sharing knowledge and information as necessary to complete all tasks</p> <p>Assist in the collection, analysis, and presentation of data to support business decisions and strategies.</p>
<p>To contribute to the delivery of services whilst maintaining cost effectiveness and value for money</p>	<p>To ensure value for money in delivery of all business support functions.</p> <p>To ensure all duties are carried out in accordance with organisational policies for procurement</p>

	To highlight areas which do not represent value for money to Team Managers
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	<p>Build sustainable relationships of trust through open and interactive communication.</p> <p>Take a continuously curious approach to services delivered, always seeking to identify, suggest and implement enhancements and improvements.</p> <p>Liaise with key stakeholders and make use of feedback received and shared.</p> <p>Contribute to projects and initiatives around service improvement, including co-ordinating activities, collating information and implementation of initiatives.</p>

<b>Nature of Contacts</b>
<p>Will be dealing with a range of complex and contentious matters, requiring tact and sensitivity and a resolution within operational guidelines. Decisions made through the course of these contacts may have significant impact on the delivery of services to residents.</p> <p>Involves supporting and guiding residents, internal customers, stakeholders and third parties to ensure a successful service is delivered.</p> <p>Carry out processes in line with service area.</p> <p>Supervises and guides colleagues with the relevant Business Support team</p> <p>Liaise with and advise senior members of staff regarding service issues, problems and processes.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>A DBS check may be required for activities that require</p> <ul style="list-style-type: none"> <li>• contact with children, young people or vulnerable adults</li> <li>• regulated activity (eg work in support of fostering and adoption)</li> <li>• accessing systems or processing data whereby the data owner requires a DBS (eg DWP or Social Care, Revenue &amp; Benefit Systems)</li> </ul> <p>This list is not exhaustive and is subject to change in line with regulations, policy, practice and process. The type of work you are doing, or will be doing, will determine the level of DBS check that you need (see Appendix A for the levels of DBS check).</p>

<b>Procedural Context</b>
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Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council and legislative policies and procedures

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Occasionally the post will be expected to work from other locations

### Resourcing

**Budget Responsibilities:** n.a

**Supervisory Responsibilities:** n.a

### Knowledge, Skills and Experience

- Experience of having worked in a fast paced, customer focused environment.
- Good knowledge and application of IT systems and software packages.
- Relevant legislative and or procedural knowledge for specialist area.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused service.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Ability to deal diplomatically and confidentially with a wider range of customers both internally and externally
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.

### The Competencies Relevant to this Role:

- High level of professionalism, care and integrity, ensuring a positive image of the organisation is promoted at all times.
- Strong time management skills
- High level of flexibility, a positive attitude and ability to adapt to changes.
- Can work with minimum supervision, using problem solving skills and initiative to provide a customer-focused support service.
- Highly organised with the ability to multi-task and be flexible to respond to service delivery requirements.
- Clear Communication skills
- Ability to build strong relationships
- Goal-oriented focus with the customer in mind.
- Willingness to learn

### Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.  
Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, w

**Appendix A**

Service	Job Role	Tasks	DBS (Y/N)
Adults	Meetings	Taking minutes at meetings regarding vulnerable adults	Yes - Basic
Adults	Adult Front Door	Access to Mosaic and in-depth customer details. Contact with vulnerable adults.	Yes - Standard
Adults	Hospital Discharge	Access to Mosaic and in-depth customer details.	Yes - Standard
Adults	Care Homes Business Admin (Alison House, George Mason, Mapleton)	In-person contact to vulnerable adults and their records	Yes - Standard
Adults	Markhouse Road (Learning Disability Day Unit)	In-person contact to vulnerable adults and their records	Yes - Standard
Adults	NELFT Community Learning Disability Centre	In-person contact to vulnerable adults and their records	Yes - Standard
Adults	OT special secondment recharge	System access to customer details is limited	No
Adults	Mobility	Access to DWP systems (Searchlight)	Yes - Basic
Adults	Financial Assessment	Access to DWP systems (Searchlight) and access to Academy (Revenues and Benefits)	Yes - Basic
Childrens	Corporate Parenting	Access to Mosaic and in-depth details of children	Yes - Standard
Childrens	Child Protection Conference - minute taking	Taking minutes at meetings regarding vulnerable children	Yes - Basic
Childrens	Meetings	Taking minutes at meetings regarding vulnerable children	Yes - Basic
Childrens	MASH	Mosaic access with in-depth details of potentially vulnerable customers	Yes - Standard

Childrens	Children's & Family Centres (Junction, Queens, Chingford, Billet and Leyton Sports Ground)	In-person contact with vulnerable adults and their records	Yes - Standard
Childrens	Young Offenders	In-person contact with vulnerable adults and their records	Yes - Standard
Childrens	Social Work Support (Hornbill)	Access to Mosaic and in-depth details of vulnerable customers	Yes - Standard
Childrens	Early Help	Access to Mosaic and in-depth details of vulnerable customers	Yes - Standard
Childrens	Early Years	No access to systems holding details of vulnerable customers	No
Childrens	LAC / Safeguarding BSO	Access to Mosaic and in-depth details of vulnerable customers	Yes
Education	Music Services	No access to systems holding details of vulnerable customers	No
Education	Schools catering	No access to systems holding details of vulnerable customers	No
Education	Schools Admissions	System access (Capita) to customer details is limited	No
Education	SEND	System access (Capita) to customer details is limited	No
Education	Behaviour Attendance and Children Missing Education (BACME)	System access to customer details is limited	No
Neighbourhoods	Meetings	Access to customer details is limited	No
Neighbourhoods	Scanning and Indexing	In depth customer details required	Yes - Basic
Neighbourhoods	Post room	No access to systems holding details of vulnerable customers	No
Neighbourhoods	Pastures	In-person contact with vulnerable adults	Yes - Basic
Neighbourhoods	Parks and Green Spaces	No access to systems holding details of vulnerable customers	No
Neighbourhoods	Cemeteries	No access to systems holding details of vulnerable customers	No

Neighbourhoods	Planning/Building Control	No access to systems holding details of vulnerable customers	No
Neighbourhoods	Neighbourhoods enforcement	No access to systems holding details of vulnerable customers	No
Neighbourhoods	Allotments	No access to systems holding details of vulnerable customers	No
Resources	Family Finance	No access to systems holding details of vulnerable customers	No
Resources	Debt Recovery	No access to systems holding details of vulnerable customers	No
Resources	Account Receivable/BACS	No access to systems holding details of vulnerable customers	No
Resources	Accounts Payable	No access to systems holding details of vulnerable customers	No
Resources	Supplier Creation Team	No access to systems holding details of vulnerable customers	No
Resources	Petty Cash Pre-paid cards	No access to systems holding details of vulnerable customers	No
Resources	Insurance	No access to systems holding details of vulnerable customers	No
Resources	Customer Resolution Centre	Access to Academy (Revenue & Benefits)	Yes - Basic

hich will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.