

Role Title	Resident Experience and Business Support Team Manager
Job Family	Stronger Communities
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO4
<p>Purpose</p> <p>To be responsible for the management of the Business Support Officers and Business Support Supervisor within the relevant hub in the Business Support Service .</p> <p>To oversee the performance and service delivery of the relevant functions within the Business Support Service.</p> <p>To be responsible for developing and maintaining excellent relationships with Stakeholders in the relevant service area</p> <p>To foster an environment of exceptional service delivery, flexible and adaptable to the needs of residents, where there is creativity and innovative thinking that supports continual improvement.</p> <p>To support the values of Mission Waltham Forest, and collaborate with Managers across the Business Support Service, working as a leadership team within the Waltham Forest leadership framework</p> <p>The areas of operational responsibility will include:</p> <ul style="list-style-type: none"> • Business Support covering support to a range of services across the organisation – Children's, Adults, Families, Resources, Neighbourhoods • Ensuring delivery of high quality and efficient 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 • Quality assurance and system and service development • Operationally leading and ensuring the development of individuals within the relevant team within the service. • Maintaining relationships with all Stakeholders • Ensuring quality and value for money at all times. • Ensuring the service complies with relevant legislation, regulations and policies. 	
Generic Responsibilities	Outcomes
To manage the Performance and service delivery of a team	<p>A environment of excellent service delivery is created in line with Mission Waltham Forest, where work is completed on time and of a high quality</p> <p>Innovative and creative solutions are provided to any challenges that arise across the breadth of the functions delivered within the relevant team</p> <p>Priorities are understood across the breadth of the team and are managed with a flexible and adaptable approach.</p>

	<p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional, statutory and legal compliance is assured.</p>
To lead and manage staff development ensuring appropriate behaviours and alignment to the organisation values and mission	<p>To maintain an understanding of team training needs and contribute to a service training and development plan</p> <p>To undertake regular performance and development conversations with all Team members as part of check ins</p> <p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
<p>To produce and analyse, accurate and timely information demonstrating service performance</p> <p>To prepare, produce and present written information and reports with recommendations on service performance and delivery</p>	<p>Information is recorded and managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p> <p>Data is analysed on a regular basis, identifying trends and patterns to improve performance.</p> <p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised, progress and implications are reported.</p> <p>The council's position is clearly stated.</p>
To deliver services whilst maintaining cost effectiveness and value for money	<p>Contribute to service / business plans for area of responsibility and to wider service planning and development activities.</p> <p>Contribute to budget planning as required</p>
To effectively manage and maintain Stakeholder relationships with the relevant service area	<p>Develop a productive and positive relationship with all Stakeholders to ensure effective service delivery.</p> <p>Regular engagement is undertaken with all</p>

	<p>Stakeholders</p> <p>Feedback is encouraged from stakeholders, and used to inform improvements and changes to service delivery</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>
Lead projects or improvement programmes, or contribute to the delivery of larger projects	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
Business Continuity	<p>Take responsibility for the operational delivery of</p> <p>Health and Safety</p> <p>Risk Management</p> <p>Business Continuity Planning</p>
Specific Responsibilities	Outcomes
<p>To manage the Performance and service delivery of a Business Support team in one of the following areas:</p> <ul style="list-style-type: none"> • Business Support – Children’s • Business Support – Education • Business Support – Adults • Business Support – Resources • Business Support – Neighbourhoods 	<p>An environment of excellent service delivery is created in line with the objectives of the Resident Experience and Business Support Service and those specific priorities set out in the relevant Service Level Agreement.</p> <p>To foster an inclusive and collaborative team environment, in which all staff contribute to the delivery of exceptional services for Residents.</p> <p>To plan and manage the work of the team on an annual basis to deliver the objectives set out in the service level agreement, set out in a workplan and reviewed in regular team meetings.</p> <p>To ensure all staff have objectives and performance targets set on an annual basis, and regularly reviewed, that link to the team objectives, and the service plan for Business Support and Resident Experience</p>

<p>To use data and reports to regularly review service delivery</p>	<p>To foster an environment where data and performance is regularly used to review service performance and the Resident experience</p> <p>Make data and reports available to all staff so that service performance can be reviewed by the team on a regular basis</p> <p>To create an environment in which service demand is understood and a flexible and adaptable approach is taken to changes in service demand</p>
<p>To contribute to establishing Service Level Agreements, setting out the work Business Support will complete for the relevant service area, working with Senior Business Support Managers</p> <p>To ensure the SLA sets out the work to be completed, including volumes and the resource requirement.</p>	<p>Requirements are effectively identified and recorded.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p> <p>Contribute to service / business plans for area of responsibility and to wider service planning and development activities.</p>
<p>To monitor the Service Level Agreement and report on a regular basis to stakeholders within the relevant service area</p> <p>To work with relevant service areas on any change requirements to the SLA including:</p> <p>Minor changes to the SLA within existing resources</p> <p>New emerging or new areas of work not contained within the existing SLA:</p> <p>Removal of functions within the SLA</p>	<p>To produce data and information to enable regular monitoring of the SLA</p> <p>To ensure a record is kept of all SLA monitoring</p> <p>Contribute to service / business plans for area of responsibility and to wider service planning and development activities.</p> <p>Provide information to establish:</p> <p>If new areas of work fit within the current grades and activities carried out by Business Support</p> <p>Identify the financial and resource requirement</p> <p>Identify any risks, system and training requirements</p> <p>Work with Senior Business Support Managers and relevant Service areas to amend the SLA to take account for all changes, including ensuring appropriate governance and change management processes are completed</p>
<p>To work collaboratively across Business Support and Stakeholder Services to identify improvements and transformation that will improve service delivery for</p>	<p>Work closely with others to clarify changing requirements.</p>

Residents	<p>Identify, recommend and support the development and delivery of improvements.</p> <p>Contribute to the development and implementation of policies, procedures and systems.</p> <p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
To work collaboratively within the Business Support Management Team	<p>To Understand other areas of work across the Service to provide flexibility and ensuring continuity of service delivery</p> <p>To share best practice where it is developed</p> <p>To provide support for training of all staff across Business Support in those areas of service delivery where there is an expectation of high demand at peak times</p> <p>To support cross training of all staff in Business Support staff in multiple areas across the service, to support staff development</p>

Nature of Contacts

The post holder will be expected to be dealing with a range of complex and contentious matters within the relevant service area, which require sensitivity and tact and a clear understanding of the organisational objectives.

Regularly involves interacting with Heads of Service and Senior Managers across the authority, and external agencies and organisations sharing knowledge and information and making recommendations

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions. To represent the Council and the Service in all interactions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

A DBS check may be required for activities that require

- contact with children, young people or vulnerable adults
- regulated activity (eg work in support of fostering and adoption)
- accessing systems or processing data whereby the data owner requires a DBS (eg DWP or Social Care, Revenue & Benefit Systems)

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).

Procedural Context

Contribute to the organisational values and goals, Mission Waltham Forest

To be an active part of the Stronger Communities wider leadership team

Work as part of the Resident Experience & Business Support management team,
Ensuring delivery against Service Level agreement, meeting statutory, policy and regulatory guidelines,
Ensuring knowledge of systems, procedures and best practices are applied
Ensuring performance standards are met

Plans own time and ensuring deadlines are met. Ensures continuity of service delivery by planning and organising resources

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service.

Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Occasionally the post will be expected to work from other locations

Post holder will oversee operational decisions.

Post holder will normally report into Head of Service.

Resourcing

Budget Responsibilities: Service Dependant

Supervisory Responsibilities: Service Dependant

Knowledge, Skills and Experience

- Excellent attention to detail and will be expected to maintain a high level of professionalism, care and integrity, always ensuring a positive image of the Council.
- Strong leadership and motivation skills: Experience of leading and managing teams operating in a customer facing multi-channel / service environment.
- Excellent problem-solving skills and the ability to support operators and senior operators in their tasks and decision-making, only escalating to the line manager if you are unable to resolve the issues within the team.
- Experience of people management, following organisational HR policies and procedures
- Experience of managing Stakeholder relationships, internal and external. Proven ability to develop relationships to enhance service delivery
- Experience of service delivery in a complex customer service environment, including the management of risk and ensuring business continuity
- Experience of setting performance targets and monitoring service delivery and working within agreed budgets
- Ability to manage competing priorities and deadlines, ensuring effective allocation of resources to meet Service Level Agreements and provide Service Delivery
- To facilitate an environment where individual Team members can thrive and positively contribute to service improvement and mission Waltham Forest.
- Good knowledge and application of IT systems and software packages.

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

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, which 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

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	Access to Academy (Revenue & Benefits)	Yes - Basic

	Resolution Centre		
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