



Ipswich Borough Council  
Job Description: M70

## **Business Support Team Leader**

### **Main Purpose of Job**

To efficiently and effectively manage the delivery of the Finance, Performance, and systems administration and support functions for Housing and Community Services. Reporting directly to the Business Support Manager.

### **Main Duties**

1. To lead, manage and develop BSU staff to their full potential, using performance management framework to include recruitment & selection, training & development plans and succession planning. To supervise employees in accordance with Human Resources policies and procedures and management competencies including a positive duty to promote diversity and equal opportunities.
2. To assist the Business Support Manager by leading and/or being a team member responsible for developing Housing Services activities, including new initiatives and procedures, encompassing communication and consultation with service users.
3. To provide full support for all generic admin support functions for Business Support team to agreed service levels including the co-ordination of regular staff opinion surveys. To ensure regular liaison with Managers to review performance against service levels, obtain agreement on additional support requirements and jointly agree solutions to any issues or service delivery failures.
4. Production of all (regular and ad hoc) performance reporting for Housing Services, analysing reports for any anomalies – ensuring full understanding of required outputs; raising concerns or issues with appropriate team / manager and ensuring audit trail of where data obtained; implementation and co-ordination of performance benchmarking exercises.
5. To manage the provision of the user administration/super-user function to all Housing Services ICT systems. To ensure that this function is undertaking the logging and resolution of faults within agreed timescales, is liaising with end users, ICT and software providers to seek and bring forward system improvements which ensure system utilisation is optimal.
6. To implement and maintain a centralised training co-ordination function for Housing Services, including the provision of training on ICT system improvements.

7. To assist the Business Support Manager with the financial and business administration of Housing Services including Business Planning, annual rent increase, housing related support and future government initiatives.
  
8. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



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**IPSWICH**  
BOROUGH COUNCIL

**Business Support Team Leader**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>▪ HND in Business Admin or an NVQ Level 5 in management qualification and 3 years qualitative experience.</li></ul>	<ul style="list-style-type: none"><li>▪ Health &amp; Safety certification at least to IOSH Managing Safely</li></ul>	<ul style="list-style-type: none"><li>▪ Application</li><li>▪ Certificates</li></ul>
<b>Work Related Experience / Job Related Skills</b>	<ul style="list-style-type: none"><li>▪ Excellent working knowledge of all Microsoft Windows applications and statistical/database/email/internet</li><li>▪ Experience of successful project management</li><li>▪ Experience of successful management and resolution of customer complaints</li></ul>	<ul style="list-style-type: none"><li>▪ Good working knowledge of Housing Services IT applications</li><li>▪ Experience of delivering building related facilities management tasks</li></ul>	<ul style="list-style-type: none"><li>▪ Application</li><li>▪ Certificates</li><li>▪ Interview</li></ul>
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"><li>▪ Ability to produce and analyse accurate and relevant financial and performance reports in a variety of formats</li><li>▪ Ability to manage health &amp; safety within area of responsibility for employees and subcontractors to adhere to safe working practices and environmental procedures</li></ul>	<ul style="list-style-type: none"><li>▪ Knowledge of Oracle/SQL Server databases and reporting tools used to interrogate them e.g. SQL Developer, Business Objects, Crystal</li></ul>	<ul style="list-style-type: none"><li>▪ Application</li><li>▪ Certificates</li><li>▪ Interview</li></ul>

<p><b>Personal skills</b></p>	<ul style="list-style-type: none"> <li>▪ Ability to communicate at all levels, including external organisations both verbally and in writing</li> <li>▪ Demonstrates the willingness to own the problem to ensure resolution</li> <li>▪ Proven ability to use own initiative to make appropriate decisions</li> <li>▪ Demonstrates a customer-focussed and responsive approach that improves service delivery</li> <li>▪ Demonstrate a positive, flexible attitude to work and dealing with new challenges</li> <li>▪ Demonstrates willingness to work with others to help achieve service requirements</li> </ul>		<ul style="list-style-type: none"> <li>▪ Application</li> <li>▪ Interview</li> </ul>
<p><b>Other Requirements</b></p>	<ul style="list-style-type: none"> <li>▪ Willingness to undertake continuous personal/professional development</li> <li>▪ Willingness to work outside of normal office hours</li> </ul>		<ul style="list-style-type: none"> <li>▪ Application</li> <li>▪ Interview</li> </ul>