



Role profile

Job Title:	Deputy Business Support Manager CIN/CIC
Department:	Planning, Resources and Service Development
Directorate:	Children

Post no.:	Various
Location:	Various sites as per service needs Perceval House Greenford Service Centre Everyone Active Acton Centre Westside Young People's Centre

Grade:	12 spinal column
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Role reports to:	Business Support Manager (Children in Need CIN) or (Children in Care CIC)
Direct reports:	Approx. 8 Direct Reports
Indirect reports:	Temporary Staff, Contractors

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- Support/Deputise Operations Manager to manage Children Services Business support function to aid front line services to deliver statutory services to vulnerable children and their families efficiently and effectively by planning, prioritising, managing and reviewing the day-to-day workload of self and staff whilst responding to a range of fluctuating pressures and daily demands.
- To be responsible for the proper maintenance and security of Council assets adhering to the necessary regulations i.e. Data Protection, Health & Safety and audit and financial regulations.

- To ensure there are consistent administrative standards and practices across Children's Safeguarding Services.
- To deputise for the Business Support Manager (Children in Need) or (Children in Care) in their absence.
- Working alongside Operations Manager/ Heads of Service in the procurement/commissioning/evaluation of external services and providers.

Key accountabilities

- To carry out all duties and responsibilities with due regard to the Council's Equality & Diversity Policy, Health and Safety requirements and within all legislative, regulatory and departmental policies and procedures.

Business Management:

- To provide essential administrative, financial and ICT services to support frontline services to deliver statutory services to vulnerable children and their families efficiently and effectively
- To plan, prioritise, manage and review the day to day workload of self and staff whilst responding to a range of fluctuating pressures and conflicting demands.
- To establish and maintain consistent administrative, financial and ICT standards, practices and quality assurance measures across Childrens Teams.
- To initiate, develop, implement and review systems, procedures and current ways of working in order to improve services for customers.
- To lead and manage the work performance and conduct of the Business Support team.
- To co-ordinate timely responses to FOI requests and complaints.

- Responsible for compliance with data protection legislation and guidance including confidentiality requirements.
- To have day to day management for facilities occupied by Children & Family staff to include maintenance, defect reporting, risk assessments, contingency planning and ensure that working conditions are compliant with Health and Safety regulations and requirement
- Day to day management of three Council buildings occupied by Children & Family staff within the Everyone Active Acton Centre, Westside Young Peoples Centre and Greenford Service Centre. This includes security, risk assessments, contingency planning, accommodation moves and ensuring compliance with Health & Safety legislation. To act as site incident officer responding to emergencies as and when they occur.
- Maintain a register of all Children who are looked after, this feeds into the Performance management DFE statutory returns.

People Management:

- Responsible for the management, motivation and training of designated support staff, promoting high standards of service delivery and ensuring that training needs and the development of staff are identified through the appraisal and supervision process.
- Use statistical evidence for the management of individual and team performance and identify development and training needs.
- To carry out all duties and responsibilities with due regard to the Council's Equalities and Diversity policy, health and safety requirements and within all legislative, regulatory and organisational policies and procedures.

Service and performance data

- To make major contribution to Children's Services ability to use data to drive strategies, identify priorities and evaluate progress.
- To manage the collection, organisation and analysis of all forms of performance information with the aim of improving the quality and effectiveness of the work of Childrens Services.

- To ensure that service and performance data returns and report deadlines are met and that statistical returns/reports are accurate reflections the work of the Childrens Teams.
- To oversee the quality assurance of management information in relation to service and best practice targets and outcomes.
- To define and determine performance improvement within the service, with particular relevance to raising achievement.
- **Finance:**
 - Managing and maintaining accurate financial records and production of timely reports to managers to advise of expenditure ensuring adherence to departmental, financial and audit guidelines and regulations in relation to the following financial functions:
 - The operation and maintenance of imprest accounts, AllPay and corporate credit card accounts, ensuring that all income and expenditure is processed and properly accounted for and monthly reconciliation prepared and submitted.

General Management:

- To attend meetings to represent the Children's Services division relevant to duties of the post.
- To undertake any other duties commensurate with the grade and job description.

Key performance indicators

- Provision of timely and high quality business support services to Childrens Services.
- Timely submission/production of accurate, high quality and timely returns and reports in line with statutory and local deadlines
- Contribute to improved data recording by Childrens Services staff to deliver accurate reporting of data
- Optimise and sustain Childrens Services income through bids and grants.

Key relationships (internal and external)

- Directors of Children and Families services
- Heads of Children in Care and Children in Need and CIC/CIN staff
- Managers/Staff across the Council; External Bodies; Suppliers and Contractors
- ICT, Data Protection & Records Management Teams
- HR Consultants
- Occupational Health
- Finance
- Facilities Management and Health & Safety Teams

Children's Performance Team

Authority level

- Representing business support services in dealings with divisional managers and stakeholders
- Responsible for Children Services financial transactional activities.
Authorisation of expenditure for designated budget areas.
- Budget – approx. £600K (Petty Cash) BST – oversee placements, leaving care – approx. £17M
- Managing staff
- Responsible for Data/Information accuracy
- Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post.

Additional Requirement

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Experience of working as part of a Business Support Team with collective responsibility for the service, within a Customer Service and Equality and Diversity framework. (***)
2. Experience of maintaining effective working relationships, whilst demonstrating a flexible approach. (***)
3. Proven ability in implementing and developing administrative systems, processes and procedures with a focus on improving value for money and customer services. (***)
4. **Strong analytical skills and the ability to research, understand and interpret written and statistical information. And to provide accurate activity and performance reports. (***)**
5. **Ability to communicate effectively both orally and in writing to a range of audiences, including some at a senior level. (***)**
6. **Ability to lead and manage the work performance and conduct of others. (***)**
7. Excellent IT skills across a range of databases and applications, Advanced Excel and MS Office applications.
8. Excellent communication skills and experience of dealing with enquiries from members of the public, staff and other agencies in line with the Council's Customer Care procedures and within an Equality and Diversity framework. (***)

9. Experience of managing a heavy workload and able to juggle different tasks with varying degrees of priority with a flexible and positive approach. (***)
10. Experience in cash handling, reconciliation and financial record keeping with knowledge of financial regulations and audit requirements. (***)
11. Proven ability in managing and motivating staff to efficiently and effectively deliver service priorities. This includes setting performance targets, monitoring and reviewing work to ensure agreed standards are achieved. (***)
12. Experience of working within policies, procedures and Government legislation.
13. Experience of day to day buildings management (***)

(***) – These are Key Criteria

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

