**Job Description**

***Business Support Team Leader***

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| **Service:** | FAAS | **Team:** | Child & Youth Justice Service |
| **Location:** | Preston - Marsh Lane |
| **Salary range:** | SCP 19-25 | **Grade:** | 7 |
| **Reports to:** | CYJS Team Manager | **Staff responsible for:** | 8 |

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| **Job Purpose** |
| To provide support in relevant professional area or oversee and co-ordinate the provisions of a support function or undertake specialised skilled activity. This may include day to day supervision and direction of a small group or team |
| **Scope of Work** |
| Role holders will use practical and procedural knowledge and analytical and judgemental skills to interpret information or situations and sole varied problems some of which may be difficulty. Tole holders may be expected to make decision as to when and how duties are carried out and responded independently to unanticipated problems or situations.  |
| **Accountabilities/Responsibilities** |
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| The following area a range of duties hat are appropriate to this grade* The allocation of work to a small group or team: or
* Accounting for expenditure for agreed budgets; or
* Overseeing the administration of support systems and processes; or
* Undertaking specialised service support activities; or
* Providing service and situation specific advice and guidance; or
* Using specialised equipment
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| **Skills, knowledge, and experience**  |
| * Extended experience or the ability to demonstrate the competence to undertake the role
* Possession of, or the ability to demonstrate the capability to gain, relevant qualification or equivalent where applicable
* Working knowledge of the practices, processes, and procedures relevant to the role
* Developed skills appropriate to the job discipline
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| **Performance Indicators**  |
| * Completion of work to required standards, deadlines and timescales
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| **Other** |
| * Essential car user
* Flexibility is essential to provide support within Lancashire Youth Offending Teams Business Support Team as and when required
* **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work. * **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy. * **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times. |
| **Our Values** |
| **We expect all our employees to demonstrate and promote our values:*** **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.* **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.* **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.* **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone. |

**Person Specification**

***Business Support Team Leader***

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

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| **Qualifications** |
| * \*4 GCSE's A-C or 4-9 including English & Maths or equivalent academic qualification
* **\***NVQ Level 3 or above
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| **Experience**  |
| * Experience of supervising staff, including ability to delegate and track performance
* Experience of working with customers internal and or external either face to face or by phone
* \*Business Support experience, including regular use of ICT systems and office routines such as mail, filing, photocopying, telephone communication and message taking
* \*Support for meetings which could include arranging dates, room bookings and preparation of agendas, note taking and any other related tasks
* \*Previous experience of maintaining financial records and processing orders and invoices
* \*Using an electronic records management system
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| **Essential knowledge, skills & abilities** |
| * \*Ability to effectively manage the business support team including the ability to priorities and work to deadlines
* \*Empathy and sensitivity to needs of staff
* \*Ability to develop and implement effective business support processes and plans
* \*Ability to support managers in effective resources management
* \*Ability to work as part of a team and independently as required
* \*Good organisational skills
* \*Excellent electronic, written and oral communications skills
* Ability to respect sensitivity and maintain confidentiality of information
* Ability to use own initiative
* Knowledge of ICT systems including Microsoft Outlook, Word and Excel
* Knowledge of Child & Youth Justice service
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| **Other essential requirements** |
| * Commitment to equality and diversity.
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| * Commitment to health and safety.
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| * Display the LCC values and behaviours at all times and actively promote them in others.
* Commitment to participate in training appropriate to the role
* Flexibility is essential to provide support within Lancashire Child & Youth Justice Services as and when required
* DBS clearance is required for this post
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