**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Business Support Assistant Manager  |
| **Job Reference** | 21021 |
| **Grade and Salary** | 4 – £28,598 per annum (pro rata if part time) This role includes performance related pay progression |
| **Service and Team** | Children and Young People Services (CYP) Community Health Coordinated Health and Risk Intervention Service (CHRIS) |
| **Location** | Beacon House, Ipswich, IP1 5PB – Hybrid  |
| **Hours per week** | 26 hours per week  |
| **Status** | **Fixed Term or Secondment until 31st March 2026** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

Supervise a team providing a range of administrative and financial duties supporting the efficient delivery of services within the Coordinated Health Risk Intervention Service (CHRIS).

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| **Typical responsibilities of a role at this level** |

**Team management**

* Supervisory responsibility for a business support Team, including day-to-day performance management of staff and Personal Development Reviews (appraisals).
* Assist with or undertake the recruitment and selection of new staff as appropriate.
* Prioritise and plan own and/or others workloads.
* Provide training or induction as appropriate to team members and other business support staff.
* Ensure that team members understand and follow corporate and Directorate policies and procedures.
* Ensure that team members are aware of and comply with information handling procedures (including information legislation such as the Data Protection Act and Freedom of Information Act).
* Provide cover for other Business Support Assistant Managers or Team Leaders or Business Support Managers where appropriate.
* Take action to maintain a healthy and safe working environment for team members.

**Communication**

* Develop good working relationships with internal and external customers, including regular communication, problem solving, and identification of improvements.
* Deal with a wide range of internal and external enquiries efficiently and within Information Management guidelines.
* Undertake research and present information to others as advice or more formally in written reports or PowerPoint presentations.

**Processes and procedures**

* Contribute to or assist in the development of practices, systems and procedures, and support their implementation in the Directorate and team to achieve service targets, and support wider initiatives and projects.
* Maintain or oversee the accurate recording and maintenance of office or team records.
* Resolve day-to-day issues to ensure effective and efficient support is provided.
* Diary management, making appointments, arranging and preparing for meetings, taking minutes etc.
* Assist in preparation of annual workload or financial estimates and contribute to the collation of annual business plans and budgets, monitoring turnover or expenditure to ensure effective control.
* Undertake delegated Health and Safety assessments and assist with Health and Safety audits as required.
* Contribute to the completion of financial and administrative and legislative returns to internal and external customers.

**Project work**

* As part of project teams, help develop and implement change and introduce new processes within their team or more widely.

**Level of Autonomy and Decision Making**

* Majority of work is covered by guidelines and procedures, but you will be expected to use initiative e.g. when scheduling and prioritising work for others, resolving enquires and dealing with unexpected problems or situations.
* You will report to a manager who will be available for direction and guidance on unusual or serious problems.

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| **About the team**  |

CHRIS is hosted by Suffolk County Council and provides enhanced multi-disciplinary team (MDT) risk support to children and young people up to the age of 18, their parents, carers, and practitioners when they are in crisis, using a psycho-social model.

You will play a vital role in supporting the team to deliver services to young people.

Coordinated Help and Risk Intervention Service (CHRIS) strives to adopt a ‘whole system’ approach to meeting the needs of children, young people, and their families, providing risk support at any stage of a young person’s journey.

CHRIS offers a range of options to referring practitioners, including consultation, joint work, training, and direct intensive face-to-face work with young people and families.

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| **What you will be expected to deliver in the role** |

You will be supporting a multi-disciplinary team that provided a crisis outreach service for 0-18 yrs olds.

To provide comprehensive administrative and finance support to the team including managing the invoicing and funding from external providers.

To ensure the team are compliant with corporate checks ensuring this is safely stored and communicated in line with requirements.

To assist and line manage Business Support Coordinators in collating and submitting all relevant returns and information for corporate functions and service-wide teams to meet stated deadlines and ad hoc requests, including support with processing invoices and other financial tasks.

To plan, organise and assist in any countywide, central, or external meetings/events. To ensure the entire process runs effectively and that every administrative aspect is covered, including note taking and distribution to appropriate attendees.

To support and produce a range of templates, publications and materials supporting external communications, marketing, and business support management functions. This will include ordering stationery and equipment, responding to queries from team members.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Relevant qualification such as NVQ3 or equivalent level of knowledge and experience.
2. Good standard of literacy and numeracy.
3. NVQ 4 in relevant subject or equivalent level of knowledge and experience. (Desirable)
4. European Computer Driving License (ECDL) or equivalent. (Desirable)

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these. Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Demonstrates self-awareness and aims to improve their work.
8. Committed to working as part of a team.
9. Flexible in approach to meet the demands of the post and team.
10. Resilient under pressure and ability to remain positive when challenged.
11. Resilient in the face of challenge.
12. Ability and enthusiasm to manage change and work flexibly and learn and adapt quickly to changing priorities and ways of working.
13. Self-confident and perceptive to enable open and honest relationships with staff.

**Specialist knowledge skills and experience**

1. Experience in successfully carrying out a range of administrative and financial procedures.
2. Previous experience of managing budgets and financial information.
3. Some experience of supervising staff.
4. Excellent working knowledge of Microsoft packages, e.g. Word, Excel, PowerPoint, Outlook etc.
5. Knowledge and use of general office equipment.
6. Accurate keyboard skills.
7. Sound knowledge and understanding of a range of administrative procedures, e.g. financial, secretarial, HR, operational etc.
8. Accurate note taking or minute taking skills.
9. Organisation skills to prioritise own work and work of others, to meet deadlines.
10. Demonstrates an understanding of confidentiality and data protection requirements in the workplace.
11. Ability to work on own initiative.
12. Research and problem solving skills to deal with queries and issues.
13. Knowledge of health and safety regulations.
14. Good verbal and written communications skills. Can deliver messages on a wide range of information and communicate complex information effectively.
15. Confident communicator who can:
	1. provide advice and guidance on a range of issues to internal and external customers, e.g. relating to administrative processes and procedures, directorate policies and practices etc.
	2. represent their team internally and externally.
	3. deal effectively with people issues in their team.
16. Influencing and negotiating skills.
17. Delegation skills to prioritise and manage workloads effectively.
18. Team player willing to share knowledge and expertise with others.
19. Good people management skills: able to manage teams effectively, interview, run performance appraisals, identify training needs and provide basic training and demonstrate tasks.
20. Presentation skills to deliver information and reports to managers and other staff.
21. Demonstrates a positive attitude, commitment and enthusiasm.
22. Experience of managing staff. (Desirable)
23. Knowledge and understanding of corporate standards, and legislation requirements relating to the provision of services, particularly in relation to team specialism. (Desirable)
24. Ability to share knowledge and present new information to others, possibly in a formal setting. (Desirable)
25. Ability to lead and motivate a team. (Desirable)

**Additional requirements**

1. Willingness to become a mentor, coach or super user.
2. Willingness to develop knowledge and understanding of the services provided by the Council.
3. Willingness to learn the Directorate’s administrative and finance management systems.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.