



JOB DESCRIPTION

POST:	BUSINESS SERVICES MANAGER
DEPARTMENT:	Building Services DLO (Direct Labour Organisation)
REPORTING TO:	Head of Operations - DLO
RESPONSIBLE FOR:	Repairs Planner Manager, Customer and Business Support Manager and Materials Fleet and Waste Manager
GRADE:	7

ORGANISATIONAL CONTEXT:

To provide leadership and take operational accountability for the direction, management, delivery and performance of the business supporting functions and customer experience of the Building Services DLO.

The post holder will represent the DLO on both strategic and operational direction and will lead on activities with key stakeholders, building key relationships that will support the delivery of excellence within the DLO business model and provide an exceptional experience for our customers placing them at the heart of everything that we do.

MAIN JOB PURPOSE:

The Business Services Manager will work closely with the Head of Operations to lead strategic and operational activity in core business areas incorporating operational work planning, customer experience, business support and material /fleet management for the DLO.

This role is the key driver for ongoing service delivery improvements through strong resource and performance management, sound working policies and established cross functional working practices. The role will lead a culture of continuous improvement, customer focus, collaborative working and innovation with the DLO.

DUTIES AND RESPONSIBILITIES:

- Lead a diverse range of professional services, that are high quality, effective, sustainable, futureproof and continuously improving.
- Develop and implement strategies that truly places our customers at the heart of our business.
- Provide strong and effective resource management across services.

- Ensure continuous improvement and measure added value through robust performance management.
- Drive business intelligence and digital inclusion for the DLO creating customer-centric operating models to achieve greater efficiencies.
- Provide dynamic and inspirational leadership across the DLO, driving a high performing, supportive culture that can be embedded at all levels.
- Responsible for significant delegated financial budgets and resources ensuring they are allocated effectively for the delivery of high-quality services, achieving compliance with relevant policies and guidelines.
- Develop and promote cutting edge partnerships with a range of stakeholders at both a local and national level.
- Demonstrate a forward-thinking and commercial approach, effectively managing risk to reduce cost, create new growth streams for the DLO and achieve inward investment.
- Translate future strategic demands into tangible and measurable policies and projects that add value whilst providing clear direction and credibly communicating the future vision.
- Lead a culture of continuous improvement within Business and Customer Service and across the DLO, effectively anticipating and responding to change and promoting a collaborative culture, sharing knowledge across the DLO.
- Harness innovation and creativity in service delivery models and champion development opportunities, to enrich the workforce and maximise engagement and productivity.
- Translates the DLO vision and strategy into a meaningful plan, defining clear performance outcomes and measures of success.
- Ensure customers and tenants are engaged with shaping future services.
- Provides meaningful reports/recommendation for necessary change.
- Uses data, insight and business intelligence to identify areas for change, innovation and continual improvements.
- Delivers opportunities for innovative and inclusive tenant engagement and involvement activities to shape service and strengthen the use of the customer voice across DLO activities.
- Ensures a right first-time approach is delivered.
- Champions tenant and customer engagement and resident empowerment across all teams to deliver outcome focused services.
- Provides training and development to the necessary colleagues to ensure all policies and ways of working are delivered consistently and with a positive impact.
- Ensures all colleagues have clarity of accountability and performance objectives.
- Initiates changes and innovation, with and through the team that ensures the service areas remains current and fit for purpose.
- To take responsibility for achieving personal targets by ensuring that continuous professional development (CPD) is maintained and updated to meet service needs.
- To undertake all duties with due regard to Health & Safety legislation.
- Be responsible for recruitment, discipline, industrial relation, absence management and formal appraisal of staff working within the Council's policies and procedures.
- To undertake any other duties and responsibilities as required.

Additional information

- a) Does this job require a DBS check? Yes/**No**

- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The job holder will participate in training, exercises, response, recovery or other activities to support the council's statutory duties concerning emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- c) The post is designated as being politically restricted following the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifies them from standing for or holding elected office. **Yes/No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS	MEASURED BY:
The post holder must be able to demonstrate:	A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
Relevant Qualification at NVQ4/degree plus extended relevant post qualification experience or equivalent knowledge gained through experience. Qualification in a statistical/analytical discipline or equivalent experience. Experience of built environment/construction/FM.	A
KNOWLEDGE & EXPERIENCE <i>(e.g., report writing, office experience, Microsoft Office)</i>	
<ul style="list-style-type: none"> • Experience of management of a multi-disciplinary and multi-function business and customer services function at a senior level in a sizeable and complex organisation. • Experience of managing the process and delivery of a customer services accreditation for a similar organisation. • Ability to shape services delivering customer excellence. • Demonstrable skills in performance and corporate management, risk management, financial & budgetary management and people management. • Ability to quickly develop a strategic understanding of the business priorities of business and customer services functions and service delivery as well as the organisation as a whole. • Ability to undertake financial appraisal, performance management, problem solving and project management techniques. • Thorough and current understanding and experience of all relevant professional practice, housing and legislation in areas of customer services, housing management and housing support services 	A / I

<ul style="list-style-type: none"> • Able to work with a high degree of autonomy to set and deliver business priorities and manage workload within a pressurised and dynamic operating environment. 	
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> ▪ Data management and insight specialist: ability to source, access and manipulate data and engineer data processes; ability to source, integrate and extract insights from large and dispersed datasets and translate them into clear and precise findings to inform business recommendations. ▪ Ability to consider challenges and be creative about solutions in the context of strategic goals and operational delivery. ▪ Excellent numerical and analytical skills, including the use of both statistical tools and technology for analysis. ▪ Ability to identify trends, account for variances and highlight exceptions, risks and opportunities. ▪ Ability to produce reports and share analysis in a concise and clear way, with accuracy and attention to relevant detail. ▪ Ability to translate business requirements into technical specifications. ▪ Excellent organisation, time management and prioritisation skills with experience of managing team, project and business priorities in a complex and high demand environment. ▪ Ability to coach, develop and manage staff directly and as part of project teams and develop others through training and knowledge transfer. ▪ Excellent stakeholder management skills with the ability to establish effective working relationships with senior stakeholders and to influence and persuade to achieve effective outcomes. ▪ Knowledge of Advanced Excel, Power BI/Tableau/QlikView, SQL, DAX & ETL Tools. ▪ Knowledge of best practice performance management, statistical and analytical tools. ▪ Knowledge of information governance and relevant national / industry data standards. ▪ Understanding of the design and management of business intelligence environments ▪ An awareness of social housing and relevant government agendas. 	A/I
BEHAVIOURS Behaviours will be tested at the interview against the Council's values (further detail below)	
Empowering, valuing, and developing our people. Valuing our customers Being open and honest Taking ownership Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability,	AI

Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).



Our Values

...we believe in



OUR CUSTOMERS

BEING AMBITIOUS

TAKING OWNERSHIP

BEING OPEN and HONEST

OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.