

## LONDON BOROUGH OF LEWISHAM JOB DESCRIPTION

**Designation:** Business Support Team Leader  
(Children's Social Care)

**Grade:** Po4

**Reports To:** Business Support Hub Manager  
**(Designation)** Children's Social Care

**Grade:** Po7

**Directorate:** Children & Young People

**Section:** Children's Social Care

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### **Main Purpose Of The Job:**

To be responsible for the operational management of business support and business process functions across the children's social care division, ensuring that all safeguarding and other child protection requirements are met.

To be responsible for the day to day management of business process and support staff within the Children's Social Care business support hub.

To optimise performance by regularly reviewing working practices and the technology used to deliver services.

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### **Summary Of Responsibilities And Personal Duties:**

#### **Main Activities**

Be responsible for the day to day delivery of business process and support services in line with identified statutory, regulatory and business process needs of the Children's Social Care service areas, ensuring that all safeguarding and other child protection requirements are met.

Manage staff within the business support hub and provide support and cover for line management across the hub.

#### **Process & Technology**

Be responsible for the design of operational business processes, ensuring that these processes comply with relevant social care legislation and national and local policies.

Be responsible for a process of continuous review and improvement of operational business processes and technology.

Have day-to-day responsibility for a number of Council systems including the configuration and maintenance of systems.

Have day-to-day responsibility for the effective use and recording of sensitive social care information for the Council's core social care line-of-business systems (such as LCS, EHM, ContrOCC, Oracle).

Resolve operational ICT issues in partnership with third parties and the council's IMT division.

Support the improvement of services through participating in projects to redesign and implement new technologies.

### **Policy & Performance**

Ensure that systems and processes are in place to accurately collect performance and customer information as set out by the services within the division.

Analyse and monitor performance information on core business support processes and work collaboratively with the hub manager to design and implement approaches to resolve operational performance issues and service failures.

Maintain up to date knowledge of legislation and policy affecting the delivery of social care services in a local authority environment and to provide training and briefings to all relevant staff on the impact of changes on working practices.

Be proactive in identifying issues that may necessitate a review of policy and procedure and to work with the hub manager to develop solutions.

Ensure prompt implementation of changes to process or systems necessitated by changes in service needs or social care legislation.

Support the hub manager in the negotiation and redesign of business processes.

Ensure that team and individual performance plans are in place which support the overall objectives of the business support hub.

### **People Management**

Act as an ambassador for the business support hub and maintain good relationships with operational managers across the organisation to ensure that business support processes are handled effectively and efficiently in a manner which complies with legislative and policy frameworks.

Undertake the day to day management and supervision of all business process and support staff within the hub, including deployment, motivation, development, advice, instruction, welfare and discipline.

Ensure that all staff have a training plan and access to process guides and training materials necessary for them to complete their day to day duties.

Undertake staff appraisal and PES to staff in line with Lewisham policy.

Create an environment which supports staff to share ideas, challenge existing ways of working and test new processes.

Conduct and assist in grievance handling, disciplinary processes and absence management procedures.

### **Project Management**

Set up and lead small project teams to co-ordinate work programmes to deliver changes to process and technology and be responsible for ensuring projects are delivered on time and to budget.

### **Customer Service**

Ensure that operational practices meet the requirements of vulnerable social care customers and that the service is made accessible to all in line with the council's equalities policies.

Ensure that appropriate procedures are in place to identify, escalate and follow up on safeguarding issues which might be identified as part of the delivery of the business support and customer contact functions.

### **Other Duties**

Ensure the service complies with all council policies relating to equalities, diversity and health and safety.

Be responsible for ensuring that highly sensitive information is dealt with appropriately and the services is delivered in accordance with the principles of the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) 2018.

Be responsible for day to day budget monitoring for the service and to have an operational lead for authorising electronic payments to customers and suppliers in a way which is timely and compliant with Council Financial Regulations.

Investigate and respond to complaints and Freedom of Information requests regarding business support policies, procedures and processes in relation to the delivery of social care services.

Deputise for the hub manager as required and work flexibly across the business support hub to provide cover for other team leaders as required.

Internal Contacts: Operational managers across the organisation (in particular from the Children and Young People Directorate), Information Management and Technology Division, Transformation and Development team, Human Resources.

External Contacts: External suppliers, clients and their carers and advocates, schools, the voluntary sector.

Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's Environmental Policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

**Number Of Fully Managed Staff (responsibility shared by 4 Team Leaders across the hub):**

Title: Senior Business Support Officer	Grade: Sc6	No Posts: 23
Title: MASH Contact Officer	Grade: Sc6	No Posts: 7
Title: Business Support Officer	Grade: Sc4	No Posts: 22

**Number Of Partially Managed Staff:**

Title: Business Support Officer	Grade Sc4	No Posts: 1
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## PERSON SPECIFICATION

**JOB TITLE:** Business Support Team Leader, Children's Social Care

**DEPARTMENT:** Children's Social Care

**GRADE:** Po4

### Note To Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Equal Opportunities**

Commitment to implement the Council's Equal Opportunities policies	
Awareness of Equal Opportunities issues	<b>S</b>

### **Knowledge**

Extensive knowledge of relevant legislation impacting on the delivery of administrative, business support and customer contact processes in a social care setting	<b>S</b>
Good knowledge of the current policy issues and relevant social care/education legislation governing the processes and systems required to provide effective and compliant business support to the organisation	<b>S</b>
Good knowledge of the particular issues relating to safeguarding in a social care setting and the processes for ensuring that these requirements are met in a business support setting	
Good knowledge of the principles, tools and methodologies of successful project and programme management	
Good knowledge of transformation, service redesign and service improvement models, techniques and best practice	<b>S</b>
Knowledge of the specific data needs in relation to social care/education services, including collection, handling, analysis, interpretation and statutory reporting, particularly in relating to the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) 2018	

## Aptitude

Ability to set and deliver realistic, coordinated objectives for teams in accordance with service priorities	
Ability to communicate, influence and persuade at a range of levels in order to achieve organisational and service objectives	

## Skills

Highly confident user of core business ICT systems (including but not limited to LCS, EHM, Oracle and Microsoft packages)	
Excellent communication skills – oral, written and presentational	<b>S</b>
Highly effective project and programme management skills	<b>S</b>
Highly effective financial and budget management skills	
High-level problem solving skills, the capacity to think quickly, analytically, logically and proactively	<b>S</b>
Advanced organisational skills with the ability to collect, collate and analyse and interpret a range of complex and sensitive social care/education data	

## Experience

Proven track record of effectively managing and supervising business support teams in a social care environment in order to deliver core business processes to agreed performance standards	<b>S</b>
Significant experience of managing, motivating and developing staff to contribute to the delivery of service objectives	
Demonstrable experience of delivering process, service redesign and technical projects in a social care setting which improve customer focus and service delivery, respond to changing legislative or service demands and deliver savings	<b>S</b>
Demonstrable experience of working collaboratively with managers, colleagues and external organisations to identify and solve problems or operational issues	<b>S</b>
Extensive experience of monitoring service performance and preparing statistical reports which demonstrate service achievement against targets	
Experience of monitoring service budgets	

## General Education

High levels of literacy and numeracy	
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## Personal Qualities

Resilience and drive to meet the evolving demands and conflicting pressures of the post	
Highly motivated to support the development of the service, providing responsive high quality work whilst meeting deadlines	

### **Circumstances**

Able to attend meetings in the evenings; to work outside normal office hours and to work beyond minimum hours as and when required to achieve deadlines	
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### **Physical**

Generally candidates must meet the standard Lewisham requirements for the post

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