

## Post Specification

<b>Date</b>	<b>October 2023</b>
<b>PG Number</b>	<b>7194</b>
<b>Post Title</b>	<b>Business Support Team Leader (Children's Services)</b>
<b>Job Family</b>	<b>Business Support</b>
<b>Job Family Role Profile</b>	<b>BS10</b>
<b>Final Grade</b>	<b>Grade 10</b>

**To be read in conjunction with the job family role profile**

### Service Area description

The core purpose of the Children's Services, Children & Young People Teams within the People Directorate, is to safeguard and improve life outcomes for children and young people in Cumbria. It seeks to work together with corporate colleagues and partner agencies to safeguard and protect children at high levels of need.

The principle function of this post is to support and advise the council's Children & Young People's Social Work teams in the support of their statutory duties under the following legislation:

- Childrens Act 1989 and its amendments 2002 & 2004
- Children and Young persons Act 2004
- Children and Families Act 2014
- Children and Social Workers Act 2017
- Data Protection 2018
- Fostering & Adoption National Minimum Standards

### Purpose of this post

To safeguard and improve the outcomes of children, young people and their families in Cumbria, through the management and co-ordination of the day-to-day delivery of efficient and effective business support services within the People directorate; managing an effective interface for members of the public, partner organisations and other agencies.

### Key job specific accountabilities

1. To manage, recruit, lead, develop and motivate teams providing complex functions across the directorate including implementation of all relevant HR policies and procedures, meeting statutory duties under the Childrens Act 1989 and its amendments 2002 & 2004, Children and Young persons Act 2004, Children and Families Act 2014, Children and Social Workers Act 2017, Fostering and Adoption National Minimum Standards, including safeguarding.
2. To organise and co-ordinate critical business support work ensuring the capacity is used appropriately and flexibly and performance monitored to meet changes in demand and the needs of the service/council. This is in accordance with the Children and Young Person's Act 2004, Children and Families Act 2014, Fostering and Adoption General Minimum Standards and other relevant legislation. Overseeing the provision of a high level of customer service through the services.

3. To have full operational knowledge and understanding of all roles within the line management of this post. To make day-to-day, operational decisions and deal with complex operational issues. To provide clear advice and operational support to of stakeholders and approve actions outside standard, operational delivery.
4. To ensure that relevant statutory obligations are met through checking service specific processes and systems, to support the directorate to adhere to its statutory deadlines and requirements (including performance tracking and provision of management information).
5. Supporting and implementing service improvement through making recommendations for change, reviewing service delivery and quality requirements, planning and participating in projects, as appropriate, and identifying gaps in service. This includes supporting the organisation in an emergency response as required and maintaining business continuity in the event of such incidents.
6. Monitor and advise budget holders, finance professionals and service managers on some complex budgets for Children and Young People staffing and purchasing costs. Oversee/manage financial processing, within service area (e.g. reconciliation of cash and credit accounts, direct payments to service users, carers and adopters. Responsibility for ensuring timely payments to suppliers and customers, compliance with Corporate procedures and accurate reconciliation of accounts.

**Please note annual targets will be discussed during the appraisal process**

Key facts and figures of the post	
<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>• Manage agreed resources to support budget management</li> <li>• Responsible for monitoring budgets in the service areas of up to £10 million. For example: <ul style="list-style-type: none"> <li>• Monitoring multiple, budgets for staffing and purchasing; preparing and analysing costs, calculating forecasting returns, highlighting anomalies and potential overspends to budget holders, service managers and Finance, offering solutions to address areas of concern.</li> <li>• Assist in accessing funds from other bodies such as charitable donations and the Adoptions Support Fund</li> <li>• Overseeing all financial transactions processed for purchase and cash account reconciliations</li> </ul> </li> <li>•</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• Manage district and countywide Business Support staff, including the Multi-Agency Safeguarding Hub / Fostering and Adoption / IRO Services, Child Protection and Children Looked After within several localities across Cumbria.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Required to work from other office locations for work purposes to manage staff county wide and attend statutory meetings and representation of Cumbria County Council at external meetings with outside agencies, e.g. CLA Health Meetings, Safe Families and Police Protection Unit.</li> </ul>

Essential Criteria - Qualifications, knowledge, experience and expertise
<ul style="list-style-type: none"> <li>• NVQ4 Level or equivalent experience with knowledge in the relevant work areas</li> <li>• Knowledge of complex and diverse processes, procedures and systems within the relevant service areas.</li> <li>• Knowledge of relevant legislation and political awareness relating to service area</li> <li>• Knowledge of specialised equipment relating to service area</li> <li>• Knowledge and understanding of monitoring complex budgets</li> <li>• Experience and responsibility of financial processes</li> <li>• Experience of managing/supervising and motivating staff and work allocation</li> <li>• Experience in customer service and dealing with Stakeholders including dealing with the public (for example 1-2 years)</li> </ul>

<p>Understanding of how to deal with customers to required standards of service and ability to deal confidently with challenging customers</p> <ul style="list-style-type: none"> <li>• Proven experience in a demanding role working with a range of IT systems/packages</li> <li>• Experience of resource allocation to ensure peaks and troughs of work are managed</li> <li>• Experience of devising, implementing, monitoring and maintaining accurate administration filing systems</li> <li>• Experience of supporting successful budget monitoring</li> <li>• Experience of developing and monitoring service performance.</li> <li>• Ability to travel</li> </ul>	
<b>Disclosure and Barring Service – DBS Checks</b>	
<ul style="list-style-type: none"> <li>• This post does not require a DBS check.</li> <li>•</li> </ul>	
<b>Job working circumstances</b>	
<b>Emotional Demands</b>	<ul style="list-style-type: none"> <li>• Reading/looking at subject matter of a distressing nature or dealing with distressed members of the public. Dealing with distressed members of the public. in complex situations within both business support and specialist teams.</li> <li>• Working in a highly demanding, pressurised environment, which at times can be stressful.</li> <li>• Dealing with difficult situations, conflict and resolution.</li> </ul>
<b>Physical Demands</b>	<ul style="list-style-type: none"> <li>• Travelling across a number of localities to support staff in teams throughout Cumbria.</li> <li>• Working at a computer screen for long periods of time.</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• Reading/looking at subject matter of a distressing nature or dealing with distressed members of the public. Dealing with distressed members of the public. in complex situations within both business support and specialist teams.</li> <li>• Working in a highly demanding, pressurised environment, which at times can be stressful.</li> <li>• Dealing with difficult situations, conflict and resolution.</li> </ul>
<b>Other Factors</b>	
<ul style="list-style-type: none"> <li>•</li> </ul>	