

Designation:	Business Support Manager
Grade:	Stroud 5
Hours:	37 hours per week
Location:	Littlecombe Depot, Dursley
Job Purpose:	To provide an efficient and effective Business Support function to the Technical Managers. Ensuring all repair works are effectively scheduled ensuring resources are deployed to deliver maximum customer satisfaction and value for money
Responsible to:	Operations Manager
Responsible for:	Business Support Officer & Senior Resource Planner

KEY DUTIES

- To provide leadership and management of the Senior Resource Planner and Business Support staff ensuring high standards of performance and customer care and a positive, customer focussed working culture, including the management of regular and effective 121's for direct reports.
- Ensure that the Resource Planning team supports the delivery of an efficient, customer focussed service, ensuring that systems and technology are used to maximum effect
- Provide Business Support for Technical Managers, ensuring procedures, processes and general support such as report writing are in place to support high performing service delivery and excellent communication across the team
- Assist Managers in the administration of systems IT support systems to ensure service delivery is maintained and continually improved. These may include but not limited to Unit 4 (Agresso), Northgate Housing and Repairs, and Clik
- Manage customer interaction by telephone, face-to-face, e-mail or postal communications generated by the service and ensure an internal and external customer focused service is maintained to meet the changing needs of the customer base
- Manage the day to day running of the office with regards to general matters and service delivery
- Ensure that all out of hours call-out documents are correctly assessed and processed

- Manage the effective use of operatives' availability when allocating jobs ensuring daily changes are updated such as leave/sickness
- Manage the process of taking repairs requests, raising inspections/works orders using the integrated computer system, categorising repairs requests according to urgency and customers' needs ensuring compliance with best practice.

SKILLS AND KNOWLEDGE

- Experience of working with the public
- Ability to input, review and produce complex management reports and budgetary information.
- IT Literate and have a high level of experience and ability using spreadsheets data bases (Access, MS Excel)
- Proven organisational and administrative skills with a thorough approach to written work and spelling and grammar.
- Ability to work to deadlines, prioritise and manage a range of tasks individually or as part of a team
- Experience of managing teams in a customer focused, fast paced environment
- Effectively develop solutions with minimal or no supervision
- Presentation and training skills
- Excellent interpersonal and communication skills with the ability to communicate internally and externally with stakeholders.
- Ability to build relationships with colleagues, partners and contractors, to develop mechanisms and systems to promote joint working
- Understanding of Asset Management and property maintenance issues
- Have a general understanding of Natural Gas and renewable technology
- Ability to diagnose faults over the phone using diagnostic software

COMPLEXITY AND CREATIVITY

Required to exercise discretion in a range of areas where advice is not normally available and where policy, procedures and working standards provide only general guidelines.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to

post holder's line manager

- Examining various reports, invoices, records, and statistical data highlighting to the post holders' and line manager anything where further investigation may be required or a decision needs to be made

CONTACTS

- Suppliers and contractors
- Members of the public, tenants and leaseholders
- Members of the Council
- Members and staff of other local authorities'/partner agencies

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

RESOURCES

Little or no responsibility for physical or financial resources

TRAVEL DESIGNATION

HMRC Mileage rates will apply.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and

alteration in detail and emphasis in the light of future changes or developments.