

Designation:	Business Support Manager
Grade:	Stroud 5
Responsible to:	Operations Manager
Service Area:	Housing Contracts
Post Number:	TBC

ESSENTIAL CRITERIA

QUALIFICATIONS

- Good general education to an A level or equivalent standard and at least 5 GCSEs grades C or above including Maths and English
- Customer Services Qualification such as ICS
- Management Qualification such as ILM/CMI

EXPERIENCE

- Experience of managing teams in a customer focused, fast paced environment
- Experience of providing front line service to customers, preferably in a repairs and maintenance environment
- Experience of diagnosing and scheduling repair requests.
- Able to prioritise to achieve realistic targets, costs and achieve deadlines
- High level of IT literacy and the ability to make optimum use of IT systems to drive business efficiency
- Understanding of budget management and experience of managing budgets
- High level of numeracy and ability to produce accurate financial and performance information

SKILLS & KNOWLEDGE

- Ability to develop and implement new/ revised processes with an emphasis on simplicity, customer experience and efficiency
- Excellent interpersonal skills and the ability to work collaboratively with colleagues at all levels internally and externally
- Ability to communicate complex information clearly and effectively with others using a range of techniques, adapting style to enhance impact and suit the needs of the recipient
- Ability to inspire, motivate and develop employees and teams, demonstrating support, co-operation, empowerment and leadership
- Able to work effectively under pressure and meet challenging deadlines
- Highly organised with an attention to detail

- Experience of the effective use of ICT, including implementation and development of systems

PERSONAL ATTRIBUTES

- Respectful positive and professional
- Confident, independent and proactive
- Possess a can do attitude
- Ability to delegate and empower others
- Possess and ability to creatively problem solve issues

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

QUALIFICATIONS

- BTEC/ONC Construction in the Built Environment
- CORGI Award in Gas Safety Awareness

EXPERIENCE

Experience working with Northgate and Keystone Systems.

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, in line with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.