
Recruitment information

Job description and person specification

Your title	Business Support Manager
DBS Check	None
Post number	PRN0000020
Your team	Business Support
You would be based	Civic Centre, Esher
Your line manager	Head of Planning and Environmental Health



Elmbridge
Borough Council

... bridging the communities ...

About the role

You will be responsible for managing the department's Business Support Team which oversees the administrative and technical needs of both Planning and Environmental Health.

The Business Support Team work on various duties including the validation and registration of all planning and environmental health applications, delivery of administration support to the Development Management, Licensing, Noise and Pollution, Food and Safety, Compliance, Tree and Planning Policy and Strategy teams. The team also handle the administration of appeals work, management of the Pre-Application Advice service, the provision of our Local Land Charges service, complaints, requests for information under FOI / EIR, and the provision of the Community Infrastructure Levy (CIL) and Obligations collection and monitoring.

The main purpose of the role:

Alongside managing this team, the Business Support Manager also has responsibility for ensuring that all process and procedures which support the decision making and strategic planning of development and environmental health are efficient. The role seeks to bring forward recommendations for change through the inception and creation of new and innovative ICT systems, in order to ensure the continuous development and improvement of the service to meet changing demands and circumstances.

The role is also responsible for ensuring the highest levels of Customer Service excellence that meets and exceeds the expectations of the Borough's residents, businesses and developers.

Specific duties and responsibilities

- 1) Management of the day to day administration of the service and office management
- 2) Responsible for managing a Multi-Skilled and Specialist team in the delivery of all administrative and technical support to all teams within Planning Services including the timely and accurate processing of all planning applications, related work and the production of associated documents.
- 3) Responsible for the overall administrative and technical functions of the Licensing team including the validation and registration of all applications in line with service deadlines, driver knowledge tests, maintaining the licensing public registers and recording and monitoring statistical information for management and Member use.
- 4) Responsible for the overall administrative and technical functions of the Food team including responding to all enquiries/complaints recording information and monitoring the Health and Safety database and ensuring all Notifications of Infectious Diseases (NOIDS) are recorded and processed efficiently and discreetly.

- 5) Responsible for the overall administration and technical functions of the Noise and Pollution team including the processing of applications, providing advice in regards to complaints, enquiries, applications or policy requirements.
- 6) Maintenance of contact databases, client records and personal information supplied to the department in line with Data Protection and GDPR guidelines and legislation.
- 7) The administration of Appeals against the Council's decisions to the Planning Inspectorate.
- 8) The administration of a range of Pre-Application Advice services on development proposals.
- 9) Overseeing the effective collection of the Community Infrastructure Levy and other developer contributions.
- 10) Ensuring all process are developed, robust and improved to ensure continued delivery of efficient and effective services.
- 11) The ongoing monitoring of effectiveness and improvement of the Local Validation Checklist and Statement of Community Involvement.
- 12) Ensure there are the necessary skills and capacity within the team to meet the diverse and continually changing administrative and technical requirements of planning and environmental health services.
- 13) Ensure the delivery of an effective and efficient Land Charges service.
- 14) Ensure effective Customer Services are delivered across service in line with Customer Services Excellence.
- 15) Preparation and monitoring of all Freedom of Information requests in conjunction with Head of Service and Team Managers.
- 16) Compile quarterly BVPI and local PI information and assist in any subsequent auditing of the results.
- 17) Implement strategies for service improvement including exploitation of new IT opportunities.
- 18) Managing the Services IT packages including signing-off of upgrades and system changes.
- 19) Line Management of the Senior Land Charges Officer and Team Leaders.
- 20) Working Corporately with other departments in the Council to bring forward any service improvements and efficiencies.
- 21) To promote and support the development of effective team working, ensuring staff are motivated, appraised and that their training needs are met.
- 22) To keep informed of best practices, relevant legislation, procedures and standards, and ensure the achievements of service quality improvements accordingly.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Job Title: Business Support Manager

Post No: PRN0000020

Team: Planning Services

Hours: 36

Salary: SCP 44-48

Car Allowance: C4 (occasional car use)

Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
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Qualifications and Education			
1.	Evidence of having completed education and training relevant to administrative duties and to lead a team of staff.	E	A

Experience			
2.	Substantial experience of managing a team engaged in administrative, clerical or technical activities.	E	A, I
3.	Experience of day to day management of a Local Land Charges team.	D	A, I
4.	Experience of recruitment and staff selection, conduct, discipline, capability and sickness management.	E	A, I
5.	Experience of supervising and guiding the work of staff and facilitating training and development.	E	A, I
6.	Experience of providing a frontline service to the public.	D	A, I
7.	Experience of using office systems, including writing clear and easily understood process and procedure notes on complex matters.	E	A, I

Knowledge, skills and abilities			
8.	Ability to use IT software packages to record and manipulate data in across a range of activities in an office environment.	E	A, I
9.	Detailed knowledge of the administrative, clerical and technical support needs of a Planning Service.	D	A, I
10.	Working knowledge of Government guidance and procedures relevant to the Planning & Environmental Health.	D	A, I
11.	Excellent written and oral communication skills.	E	A, I

12.	The ability to understand plans and technical drawings and the process of validation and registration of planning applications sufficiently to carry out the duties of the post.	E	A, I
13.	The ability to understand, monitor and manage budgets; to understand service delivery costs and to bring forward recommendations for necessary changes.	E	A, I
14.	The ability to work in partnership with a range of internal and external partners in in order to improve and promote the Department's work.	E	A, I
15.	Evidence of an understanding of customer care, including dealing with difficult customers, and the ability to identify and implement opportunities for delivering excellence in service delivery.	E	A, I
16.	Ability to work with minimum supervision under pressure, manage own and staff workloads, to meet deadlines/targets in changing circumstances and balance priorities.	E	A, I
17.	Strategic vision for service improvement including exploitation of new IT opportunities.	E	A, I
18.	Managing the Planning Services IT packages including signing-off of upgrades and system changes.	D	A, I

Special requirements			
19.	Energy, drive and commitment to personal and staff development.	E	A, I
20.	A flexible and adaptable person, able to meet varied workload and respond to changing work pressures and policies.	E	A, I
21.	Evidence of leadership qualities and the ability to innovate.	E	A, I