# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: ISEND Business Support Manager

# DEPARTMENT: Children’s Services

# LOCATION: Countywide

# GRADE: [Local Managerial Grade 1](https://new.eastsussex.gov.uk/jobs/benefits/local-managerial-grades)

# RESPONSIBLE TO: Senior Manager: ISEND Operations

# Purpose of the Role:

Work with the Senior Manager: ISEND Operations to support the smooth running of ISEND Operations, including line-management of multiple teams.

Responsible for the achievement of targets and monitoring of quality.

Management of the designated admin budgets, ensuring the achievement of the annual budget targets for both services and staffing.

To manage and ensure the smooth running of the ISEND Administration and Support functions across county; project and process management and implementation, hold budget setting and monitoring responsibility and financial reporting and accounting, staff management, data collection, information dissemination, ICT issues and Health & Safety, Accommodation projects and Business Continuity.

# Key tasks:

1. Full management responsibilities for the ISEND Operations Support Teams and staff, including management of the four ISEND Office Managers.
2. Ensure that all recruitment and HR issues are managed in accordance with regulatory and Count Council HR policy requirements managing complex attendance management, performance management and disciplinary/conduct of all admin staff.
3. Devise, implement and manage a centralised admin “surge support” function within ISEND (admin capacity that flows between teams, in addition to existing teams).
4. Manage a budget.
5. Responsibility for agency recruitment for all operational and administrative staff, negotiating with recruitment agencies and setting up and approving staff to work within the service area, in accordance with IR35.
6. Brief Senior Manager ISEND Operations, Head of Service and other Managers in relation to issues that require escalation and oversight.
7. Review all expenditure and income within the budgets and ensure decision making in services is in accordance with statutory requirements, County Council policies, procedures, and quality standards.
8. Undertake defined leadership responsibilities within the service.
9. Responsible for Records Management across the service to ensure records are maintained, stored and archived in accordance with ESCC policies and the Retention and Disposal Schedules.
10. Ensure that systems used are compliant with GDPR on an ongoing basis and that data held is accurate and reviewed regularly.
11. Providing systems support to Senior Manager: ISEND Operations in all areas of business support and business processes working with internal and external partners and stakeholders on behalf of ISEND Operations.
12. Carry out research and performance analysis in support of service development and produce impactful reports.
13. Ensure sufficient consideration is taken of the requirements of the Children’s and Families Act 2014, SEND Code of Practice 2015, and other relevant legislation with regard providing comprehensive and relevant admin support functions.
14. Ensure that communication to frontline services is targeted, relevant, proportionate and in appropriate language, and that key decision-makers are effectively engaged.
15. Work with the ISEND Practice Lead for EYES and EHM to ensure there is meaningful engagement of ISEND admin teams in the ongoing development of Liguidlogic systems.
16. Provide practice expertise, proactive management and support to embed change, minimising disruption to services and enhance organisational performance.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| * Ability to develop and maintain efficient administrative systems * Ability to analyse and interpret complex information, data and regulatory requirements * Effective oral and written communication with a wide range of managers and staff at all levels throughout the authority. * Proven ability to work across complex partnerships and communications channels, using effective stakeholder management. * Highly effective organisation skills and able to work on own initiative. * Ability to prioritise and manage own workload to meet deadlines. * Analytical thinker * Ability to show sensitivity and objectivity in dealing with confidential issues * Ability to work independently demonstrating initiative and pro-activity * Proficient in the use of Microsoft Word and Excel * Ability to work flexibly and adapt based on reflection and learning |

# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * Degree level or equivalent experience relating to this role * Willingness to undertake professional vocational qualification related to the role |

# Desirable education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * Project Management (Prince 2) qualification or similar project or programme management qualification. |

# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| * Knowledge of accounting procedures and financial systems. * Awareness of procurement and commissioning issues including outcome-based commissioning. * Knowledge of responsibilities relating to Health and Safety. * Understanding of the requirements of GDPR and Freedom of Information Acts |

# Desirable knowledge

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| These criteria will be assessed at the application and interview stage |
| * Comprehensive knowledge of Children and Families Act 2014 and the SEND Code of Practice 2015. * Good knowledge of the business of the County Council and their use of ICT. * An understanding of the key issues and priorities facing Children’s services and the County Council. * Understanding of local government. |

# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Supervision or line management of highly complex teams. * Experience of partnership working across organisational boundaries. * Experience of analysing, developing, and improving complex system processes and how they relate to front line service areas * Experience of managing or overseeing budgets * Experience of project management to deliver agreed outcomes |

# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * Resilient * Adaptable * Diplomatic * Innovative * Decisive. * A commitment to equal opportunities and anti-discriminatory practice * Self-motivated with ability to enthuse and motivate others * Commitment to continuous development and the provision of high-quality professional standards and services |

**Date (drawn up): April 2022**

**Name of Officer(s) drawing up person specifications: BT**

**Job Evaluation Reference: 12577**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | No |
| Occupational Driving | Yes |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |