



JOB DESCRIPTION

Job Post Title:	Business Support Supervisor
Post No:	NU290
Grade/Role:	Grade 11
Department:	Corporate Support
Location:	Fire Service Headquarters
Responsible to:	Head of Corporate Support
Responsible for:	Business Support Team Secretariat Supervisor Signatory for Business Support budget
Requirement to be a Welsh Speaker (Essential or Desirable):	Desirable

This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.

MAIN PURPOSE OF THE POST

To be responsible for the management of the Business Support Team and Secretariat Supervisor in supporting the wider Organisation in relation to:

- Secretariat Services
- Member Services
- Reception Services
- Business Support Services

Delivering effective, efficient and reliable services that meets the needs of the organisation. Ensuring agreed standards and procedures are implemented, adhered to and reviewed regularly to ensure fitness for purpose.

DUTIES AND RESPONSIBILITIES

1. To manage the Business Support Team to resolve operational and day to day issues to include but not limited to
 - a. Holding regular team meetings.
 - b. Setting documented standards of work and monitoring adherence to those standards.
 - c. Allocating and prioritising work when necessary.
 - d. Ensuring that arrangements are in place for a seamless service to be provided to customers.
 - e. Approving and monitoring leave requests for staff within the unit.
 - f. Acting as mentor and first point of contact for the staff of the unit.



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2. To oversee and support the effective management of the Secretariat team.
 3. To manage the development, implementation and evaluation of the policies, procedures and guidance covering Business Support, Member support and Committee support as well as Secretariat functions of the Service.
 4. To be responsible for ensuring the effective provision of a general administrative and secretariat service for the organisation.
 5. To make arrangements for various awards presentations ceremonies and events that the service may wish to run.
 6. To provide effective support to members of committees and groups established by the Fire Authority and attend meetings of Members and provide administrative support as necessary.
 7. To record and monitor the handling of complaints and report on behalf of the authority.
 8. To be responsible for liaising with customers on performance and service requirements and reviewing, developing, implementing, continuously improving and monitoring systems required to deliver a cost effective, efficient and quality Administrative Service that meets the needs of its customers.
 9. To actively promote, encourage continuous improvement across all areas of the unit by liaising and networking with other Fire and Rescue Services, Local Authorities and agencies in sharing best practice.
 10. Manage and Coordinate the administrative elements of disciplinary hearings held within the Service.
 11. Assist the Head of Corporate Support in the preparation and monitoring of budgets and business plans, as appropriate.
 12. To participate in inter-departmental, corporate working groups and external working groups and meetings as directed and liaise with other departments, public and other outside bodies and organisations as required or necessary.
 13. To undertake best practice research with other local authorities or public authorities, voluntary organisations and the private sector with regard to business administration and related ICT developments and improvements and to establish best practice networks.
 14. Provide an essential liaison function and single point of contact for the organisation providing the headquarters catering.

General Management

1. To manage the team's performance, through effective planning, monitoring, measuring and reporting against set targets, including regular department, team and individual performance reviews.
 2. To ensure through team development and structure that resilience and flexibility is built into the team, including staff recruitment, development and progression. Ensuring a suitable and
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sufficient training programme is designed, implemented and evaluated appropriate to staff requirements

3. To manage and balance the department's workloads to ensure adequate resources are available in each team to meet demands.
4. Undertake all management duties including compliance with sickness procedures, performance management, capability and disciplinary procedures.
5. To assist in the management of the Business Support budget so that resources are effectively targeted, expenditure is monitored and money accounted for.
6. To ensure all teams have access to appropriate ICT systems and software to ensure all statutory responsibilities are appropriately discharged.

STANDARD SERVICE REQUIREMENTS

In addition to the duties and responsibilities outlined above, the post holder will be required to:-

- Undertake any other duties commensurate with the grade and post.
- Attend in-house and external training courses as required.
- Co-operate fully with any scheme or pilot scheme introduced within the department or across the Service.
- Apply the principles of the Service's Dignity at Work Procedure and Equality and Diversity Statement whilst carrying out their duties.
- Protect children, young people or adults at risk from harm, reporting any safeguarding concerns using the Service's Safeguarding Procedure.
- Adhere to Health & Safety Legislation and Procedures and take reasonable care for the health and safety of self and others.

ORGANISATIONAL VALUES

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient

All documentation is available in both Welsh and English and we welcome communication in either

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language. Applications submitted in Welsh will not be treated less favourably.

South Wales Fire and Rescue Service believes in the real value of having a diverse workforce and we proactively want to encourage applicants from all sectors of our community to apply.

