

## JOB DESCRIPTION

<b>Job Title</b>	Head of Business Support
<b>Position Number(s)</b>	TBC
<b>Department</b>	Business Improvement
<b>Section or Service</b>	Business Support
<b>Salary</b>	£45,100 to £61,000
<b>Hours</b>	36 hours per week Monday to Friday

## DESIGNATION:

<b>Responsible to:</b>	Assistant Director, Business Improvement
<b>Employees directly supervised (if applicable):</b>	<p>Communications and Public Information Manager</p> <p>Data Governance Coordinator</p> <p>Procurement Manager</p> <p>Senior Business Support Officer</p> <p>(structure includes 7 staff in total)</p>

## **1. JOB PURPOSE:**

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- To lead on the delivery of communications and public information services for the Council's housing services.
- To ensure compliance with GDPR across housing management services, and to manage the provision of information to the Public Inquiry on behalf of the Council
- To lead on the procurement of non-property goods and services, and to ensure that all procurement across the housing management services are procured in line with Council standards and statutory regulations.
- To lead on the delivery of excellent business support services to the Director and three Assistant Directors of Housing management

## **2. DESCRIPTION OF DUTIES:**

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- To lead the Communications and Public Information, Data Governance, Procurement and Business Support teams to provide an excellent service to housing management staff and to drive service improvement across the business

### Data Governance

- To ensure the Housing Management directorate (the directorate) is prepared for, and complies with, all Data Protection legislation, including the General Data Protection Regulation (GDPR)
- To lead on the development of the team as the directorate's Subject Matter Expert on Data Protection, GDPR, the Freedom of Information (FOI) Act 2000 and the Environmental Information Regulations 2004
- To take the lead with the Royal Borough of Kensington & Chelsea's (RBKC) Information Management Team in relation to Data Protection and FOI requests.
- To ensure the team act as the directorate's point of contact for Public Inquiry requests for information, ensuring these are complied with accurately, fully and in a timely manner in line with the agreed Memorandum of Understanding with the Kensington and Chelsea Tenant Management Organisation (KCTMO)
- To act as the lead for data management practices and compliance within the directorate.

### Communications and Public Information

- To oversee effective communication is in place through a robust communications strategy.
- Ensure the development of numerous internal and external publications for a variety of audiences including staff and residents.
- Lead on the liaison with Corporate communications teams to ensure all Communications and Public Information services are joined up, and to ensure corporate communications teams understand their role in the business and provide support as required

- Ensure the Council's corporate identity is protected, promoting it and ensuring all communications adhere to the Council's standards and to identify ways of developing this.

#### Procurement

- To lead on all non-property related procurement for housing management services, ensuring these processes comply with all Council and statutory regulations and requirements.
- To take the lead in ensuring that all procurement carried out within housing management is compliance with all Council and statutory regulations and requirements, and to ensure these are reported accurately and completely.

#### Business Support

- To lead on developing an effective business support function, providing personal assistance and administrative support to the Director of Housing and three Assistant Directors.
- To ensure the support is managed effectively across all service users, to be prioritised in accordance with need.

#### Cross-cutting

- To support HMT as required, providing information, advice and guidance to senior managers.
- Build effective working relations with key internal and external stakeholders for areas of responsibility
- Deputise for the Assistant Director of Business Improvement as required
- Keep up to date with all legislation and best practice developments relevant to these services
- To represent Housing Management at external forums as required

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Continue on separate sheet if necessary.

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**I agree to the above job description**

**Post Holder**.....

**Date**.....

**Director / Chief Officer**.....

**Date**.....

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## SELECTION CRITERIA/PERSON SPECIFICATION

<b>Job Title:</b>	Head of Business Support
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### Conditions to Note:

#### Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It's essential that you give at least one example of your ability to meet each of the 4 Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

#### Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

#### Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified 4 key behaviours and values which should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

<b>A</b>	<b>Equal Opportunities</b> Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
<b>B</b>	<b>Qualifications:</b>  <b>Desirable:</b> <ul style="list-style-type: none"> <li>• Member of the Chartered Institute of Housing</li> <li>• A recognised GDPR</li> <li>• Business management qualification</li> </ul>
<b>C</b>	<b>Knowledge &amp; Experience:</b> <ul style="list-style-type: none"> <li>• A thorough knowledge of the principles of effective performance management in a public sector/housing environment</li> <li>• Proven substantial experience of interrogating and analysing databases to provide performance information</li> <li>• Experience of producing and presenting performance information to a wide range of audiences, including senior managers</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of developing and maintaining performance indicators for services to deliver continuous improvement</li> <li>• Experience of using benchmarking to drive up performance.</li> <li>• Knowledge of strategy, policy development and risk management</li> <li>• Ability to communicate effectively with internal/external people at all levels, with excellent written communication skills</li> <li>• Able to maintain a high level of confidentiality and discretion, and deal with information with tact and understanding</li> <li>• Excellent written communication skills, including report writing for a range of audiences</li> <li>• Excellent IT skills i.e. MS packages e.g. Word, Excel, Outlook, PowerPoint and SharePoint, with the ability to manipulate and present data to meet the needs of different audiences</li> <li>• Ability to interrogate, analyse, interpret and present findings from qualitative and quantitative data.</li> <li>• Ability to effectively communicate with colleagues, and to challenge, support, influence and engage management and peers.</li> <li>• Ability to manage own and teams workloads to meet deadlines</li> <li>• Ability to motivate individuals, set priorities and targets, direct and plan work to meet service standards</li> <li>• Ability to make sound decisions based on the analysis of the information and deliver solutions</li> </ul>
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OUR VALUES	BEHAVIOURS	HOW RESIDENTS WILL FEEL
<b>PUTTING COMMUNITIES FIRST</b> We put local people at the heart of decision making in everything we do.  We seek to include and involve: all voices matter.  We provide quality services that are responsive, effective and efficient	<ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work</li> <li>• I will reflect the views of the communities in my daily work</li> <li>• I will improve the service I provide through seeking feedback from others</li> </ul>	<ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>
<b>RESPECT</b> We listen to everyone and value the personal experiences of people in our communities and of each other  We adopt a fair, and involving approach regardless of any way in which an individual is different to us	<ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs</li> </ul>	<ul style="list-style-type: none"> <li>• I feel my culture and background are respected</li> <li>• I have confidence that action is being taken</li> <li>• I feel I am treated fairly</li> </ul>
<b>INTEGRITY</b> We act with openness, honesty, compassion, responsibility and humility.  We let people know what we are doing and communicate why and how decisions have been made.	<ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others</li> <li>• I am honest and transparent about the decisions I take</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome</li> </ul>	<ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me</li> <li>• I feel my perspective is listened to and understood</li> <li>• I feel my views are valued</li> </ul>
<b>WORKING TOGETHER</b> We work together and in partnership with everyone that has an impact on the lives of our residents.  We want to understand, learn from each other and continually adapt	<ul style="list-style-type: none"> <li>• I work with others to provide an effective service for residents, local communities and other departments within the Council</li> <li>• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve</li> <li>• I seek out opportunities to learn from my colleagues and build on good practice</li> </ul>	<ul style="list-style-type: none"> <li>• I can get my issue resolved without being passed around departments</li> <li>• I find it easy to access the services that I need</li> <li>• I feel the Council is open to new ideas</li> </ul>